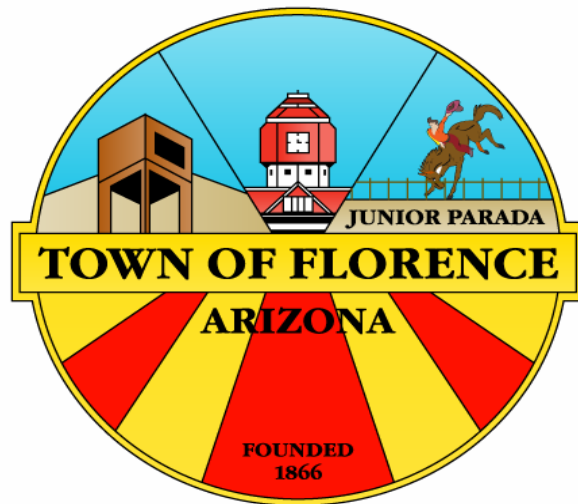


2008 Town of Florence Citizen Survey Results



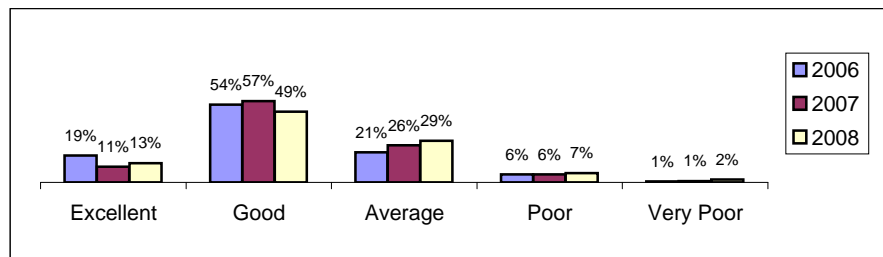
Prepared by Jess Knudson, Public Information Officer
August 18, 2008

On March 12, 2008, 1100 Citizen Surveys were sent out to a random sample of residents within the Town of Florence. Of the 1100 surveys that were sent out, 489 were returned to the Town before the cut-off date of April 11, 2008. This resulted in a 44.5% response rate. The list of potential respondents was randomly selected from the Town's list of residential utility billing accounts. The 2008 results are compared to the results that were collected in previous years. The 2008 Citizen Survey results are utilized by the Town and the community to gauge the perception of Florence residents.

I. Community Ratings

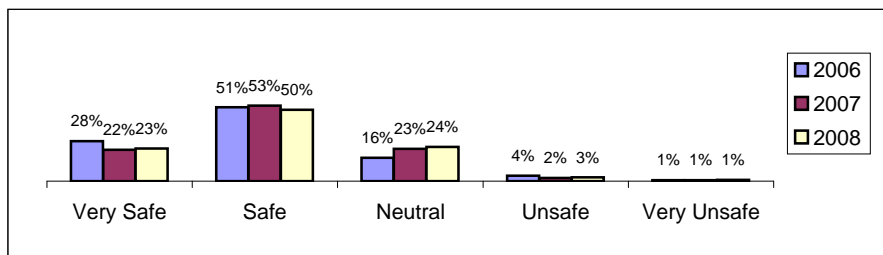
How would you describe Florence as a place to live?

Excellent	13%
Good	49%
Average	29%
Poor	7%
Very Poor	2%
Total Responses	473



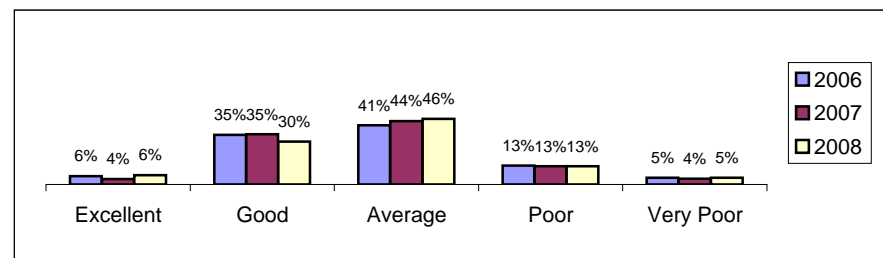
Do you feel safe and secure in your neighborhood?

Very Safe	23%
Safe	50%
Neutral	24%
Unsafe	3%
Very Unsafe	1%
Total Responses	481



Overall, do you feel you're getting adequate value for your town tax dollar?

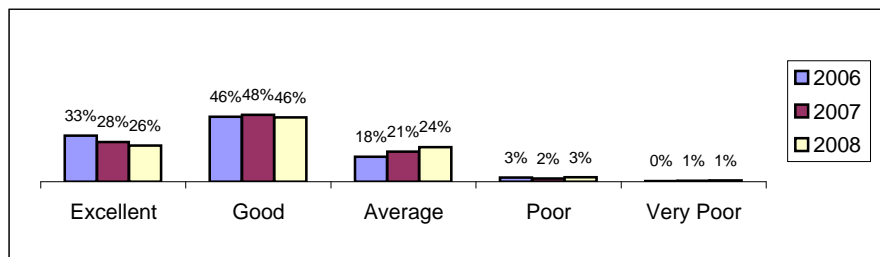
Excellent	6%
Good	30%
Average	46%
Poor	13%
Very Poor	5%
Total Responses	437



Rate the following as they apply to living in Florence.

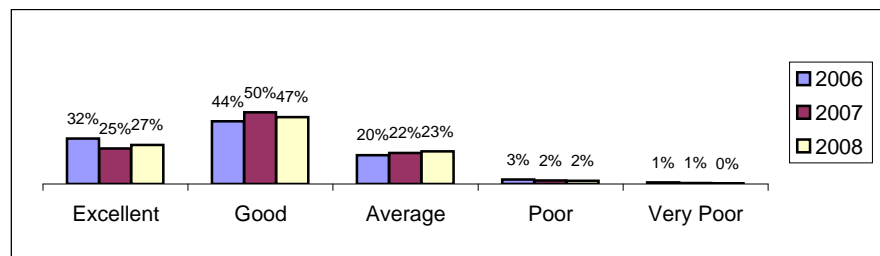
Small Town Feel

Excellent	26%
Good	46%
Average	24%
Poor	3%
Very Poor	1%
Total Responses	474



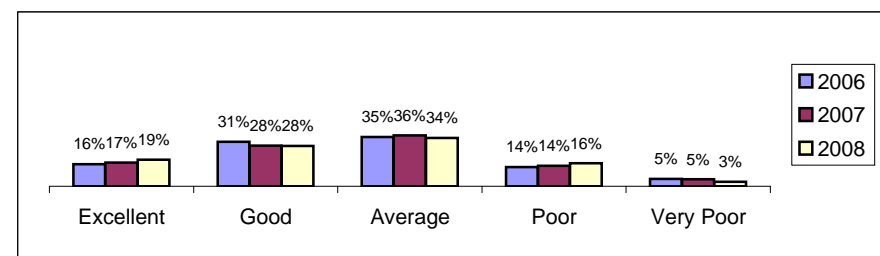
Friendly People

Excellent	27%
Good	47%
Average	23%
Poor	2%
Very Poor	0%
Total Responses	479



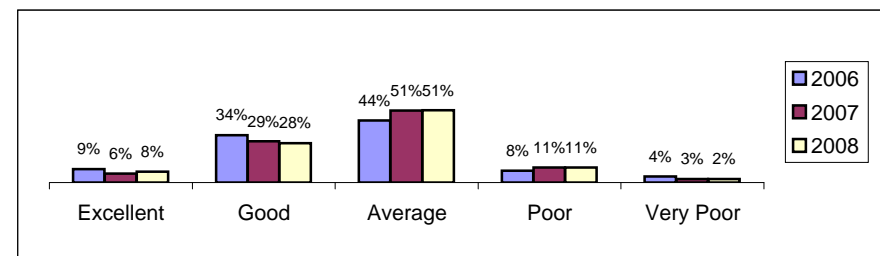
Beautiful Scenery

Excellent	19%
Good	28%
Average	34%
Poor	16%
Very Poor	3%
Total Responses	471



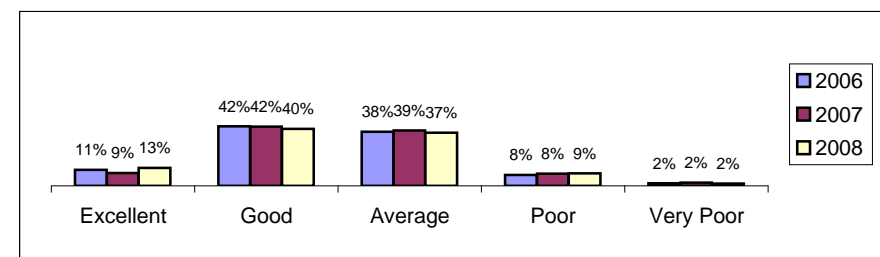
Amount of Crime

Excellent	8%
Good	28%
Average	51%
Poor	11%
Very Poor	2%
Total Responses	413



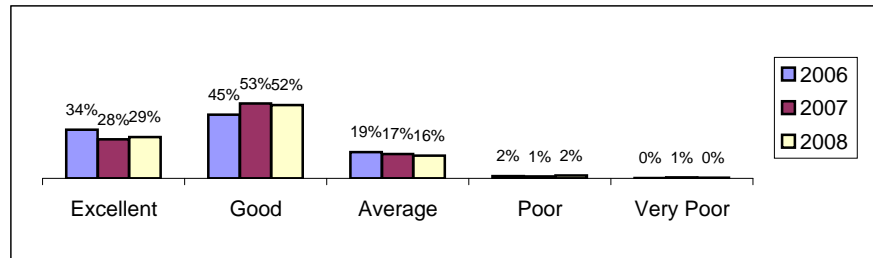
Parks

Excellent	13%
Good	40%
Average	37%
Poor	9%
Very Poor	2%
Total Responses	437



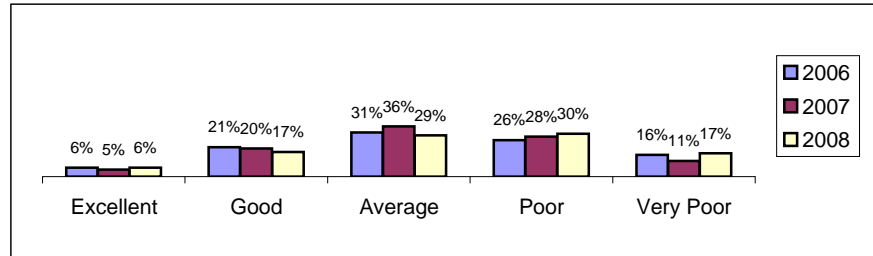
Climate

Excellent	29%
Good	52%
Average	16%
Poor	2%
Very Poor	0%
Total Responses	474



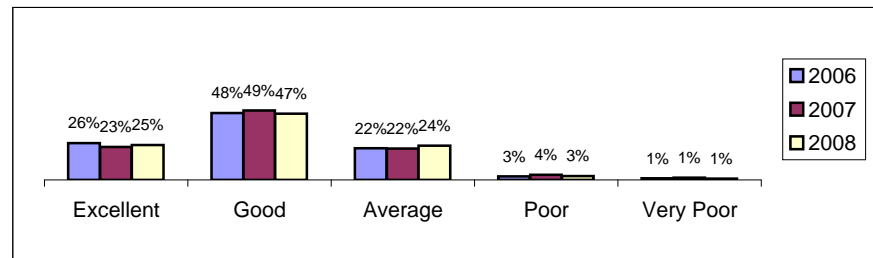
Job Opportunities

Excellent	6%
Good	17%
Average	29%
Poor	30%
Very Poor	17%
Total Responses	315



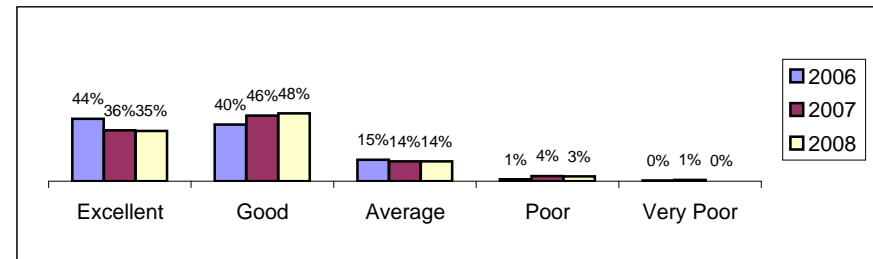
Quiet

Excellent	25%
Good	47%
Average	24%
Poor	3%
Very Poor	1%
Total Responses	475



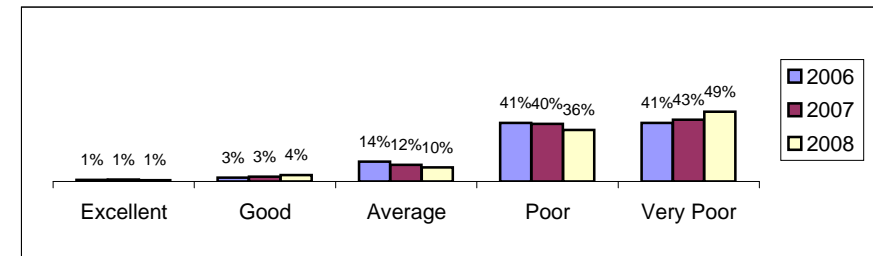
Historical Character

Excellent	35%
Good	48%
Average	14%
Poor	3%
Very Poor	0%
Total Responses	461



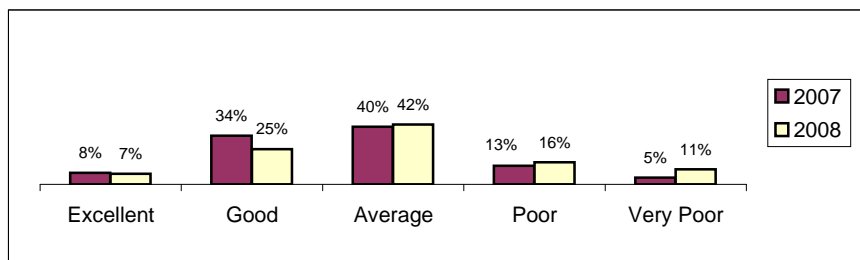
Shopping Opportunities

Excellent	1%
Good	4%
Average	10%
Poor	36%
Very Poor	49%
Total Responses	475



Growing Community

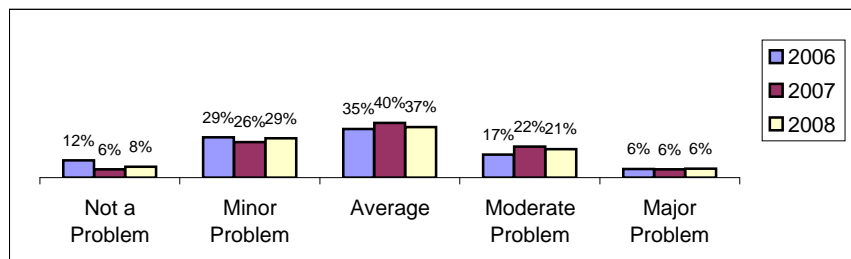
Excellent	7%
Good	25%
Average	42%
Poor	16%
Very Poor	11%
<i>Total Responses</i>	438



To what extent, if any, do you see the following as a problem in Florence?

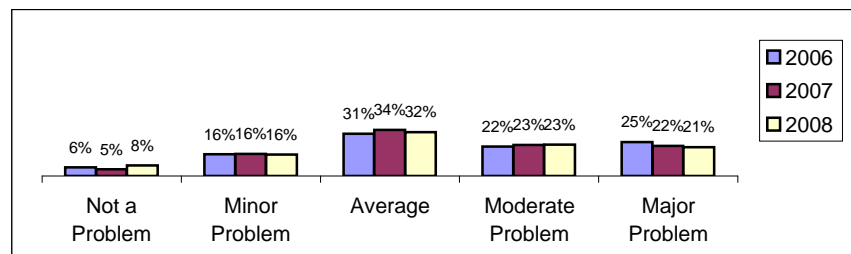
Crime

Not a Problem	8%
Minor Problem	29%
Average	37%
Moderate Problem	21%
Major Problem	6%
<i>Total Responses</i>	<i>407</i>



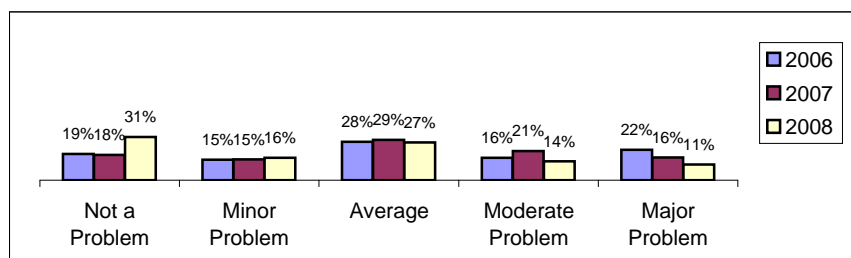
Drugs

Not a Problem	8%
Minor Problem	16%
Average	32%
Moderate Problem	23%
Major Problem	21%
<i>Total Responses</i>	<i>335</i>



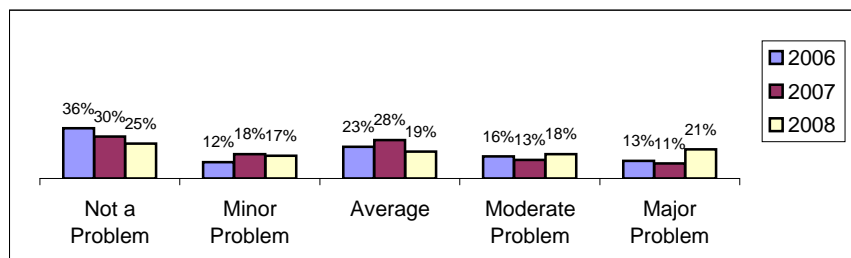
Too Much Growth

Not a Problem	31%
Minor Problem	16%
Average	27%
Moderate Problem	14%
Major Problem	11%
<i>Total Responses</i>	<i>429</i>



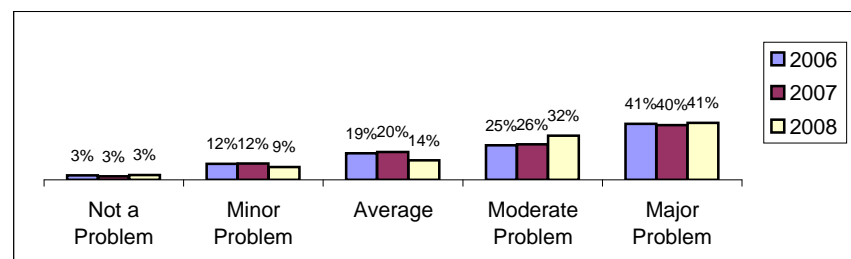
Lack of Growth

Not a Problem	25%
Minor Problem	17%
Average	19%
Moderate Problem	18%
Major Problem	21%
<i>Total Responses</i>	<i>417</i>



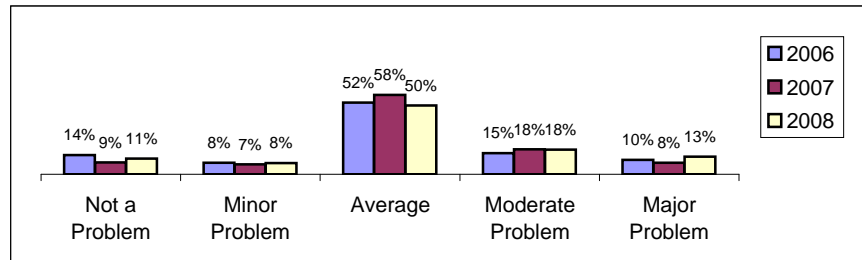
Unkept Buildings

Not a Problem	3%
Minor Problem	9%
Average	14%
Moderate Problem	32%
Major Problem	41%
<i>Total Responses</i>	<i>463</i>



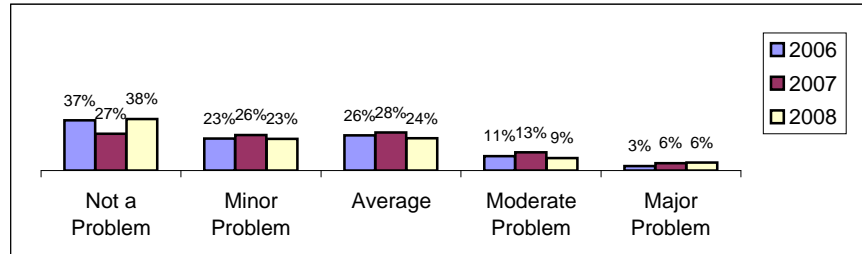
Taxes

Not a Problem	11%
Minor Problem	8%
Average	50%
Moderate Problem	18%
Major Problem	13%
<i>Total Responses</i>	<i>441</i>



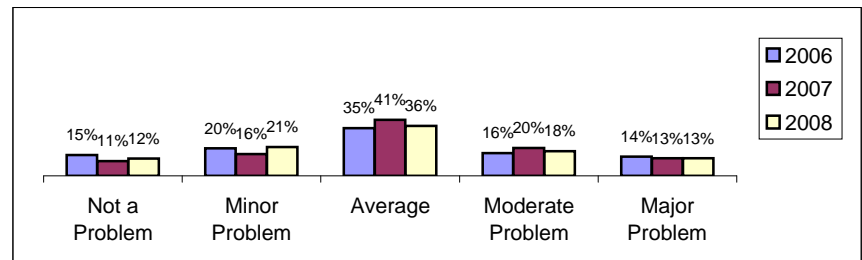
Traffic Congestion

Not a Problem	38%
Minor Problem	23%
Average	24%
Moderate Problem	9%
Major Problem	6%
<i>Total Responses</i>	<i>466</i>



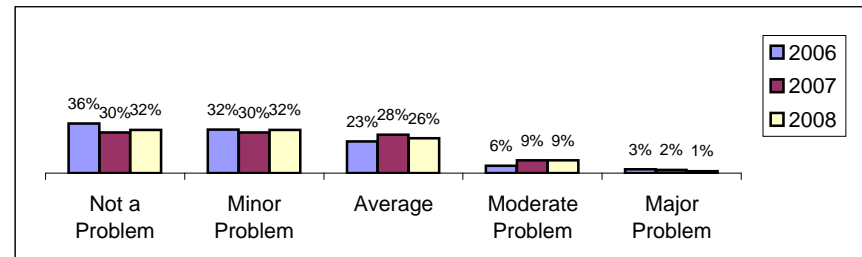
Unsupervised Youth

Not a Problem	12%
Minor Problem	21%
Average	36%
Moderate Problem	18%
Major Problem	13%
<i>Total Responses</i>	<i>337</i>



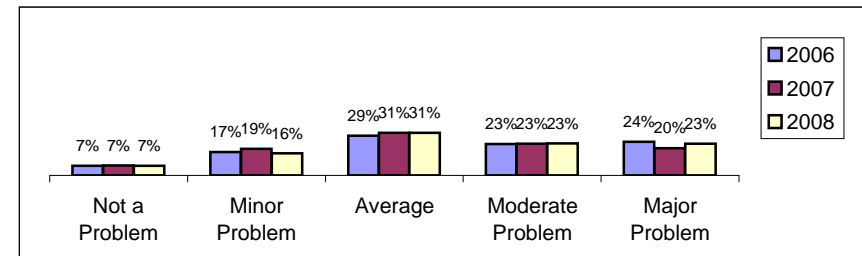
Homelessness

Not a Problem	32%
Minor Problem	32%
Average	26%
Moderate Problem	9%
Major Problem	1%
<i>Total Responses</i>	<i>277</i>



Weeds

Not a Problem	7%
Minor Problem	16%
Average	31%
Moderate Problem	23%
Major Problem	23%
<i>Total Responses</i>	<i>457</i>



II. Service Ratings

In this section citizens were asked to rate their satisfaction with a number of services that are provided by the town on a scale of 1 to 5. 1 is excellent and 5 is very poor. Means (averages) were used to compare the services on the basis of their relative satisfaction according to the responses. The lower the mean for a specific service, the higher the residents' satisfaction is with the service.

Fire Services	2006 Mean	2007 Mean	2008 Mean
Firefighter attitude and behavior	1.54	1.53	1.47
Emergency response time	1.61	1.61	1.61
Non-emergency response time	1.98	1.96	1.85
Use of education to prevent fires	2.47	2.43	2.33
Professionalism of the Fire Department	1.66	1.59	1.56

Park and Recreation Services			
Office hours	2.22	N/A	N/A
Fitness center	2.22	2.47	2.28
Quality of recreational programs	2.54	2.64	2.52
Variety of recreational programs	2.61	2.73	2.69
Recreational facilities (example: parks, baseball field)	2.28	2.49	2.38
Parks maintenance	2.26	2.42	2.29
Maintenance of downtown Florence	2.61	2.72	2.91

Police and Court Services			
Officer attitude and behavior	2.18	2.11	2.09
Emergency response time	2.00	1.87	1.84
Non-emergency response time	2.31	2.23	2.13
Professionalism of the Police Department	2.18	2.14	2.08
Service provided by dispatch	2.08	2.12	2.00
Service provided by records staff	N/A	2.45	2.13
Professionalism of Courts personnel	2.26	2.45	2.09
Professionalism of Town Attorney	N/A	2.57	2.12

Street, Water and Sanitation Services			
Garbage pickup	2.02	1.92	1.92
Street repair/maintenance	3.17	3.11	2.87
Water taste	3.57	3.47	3.46
Tree trimming	2.83	N/A	N/A
Storm water drainage	3.15	3.14	3.02
Water pressure	2.69	2.70	2.65

Senior Center Services			
Hours of operation	1.75	1.88	1.81
Professionalism of senior center employees	1.63	1.67	1.55
Quality of programming	1.79	1.87	1.72

Library Services

Selection of books, periodicals and other materials	2.20	2.40	2.23
Hours of operation	2.07	2.36	2.22
Professionalism of library employees	1.87	1.90	1.88
Variety of programming	2.19	N/A	N/A
Quality of programming	N/A	2.27	2.27
Functionality of Library building	N/A	2.65	2.56

General Services and Communication

Professional manner of individuals answering Town phones	2.31	2.34	2.28
Town Hall office hours	2.18	2.27	2.18
Channel 11	N/A	N/A	2.74
Town correspondence and communications	2.53	2.76	N/A
Town website (www.florence.town.az.us)	2.4	2.58	2.40

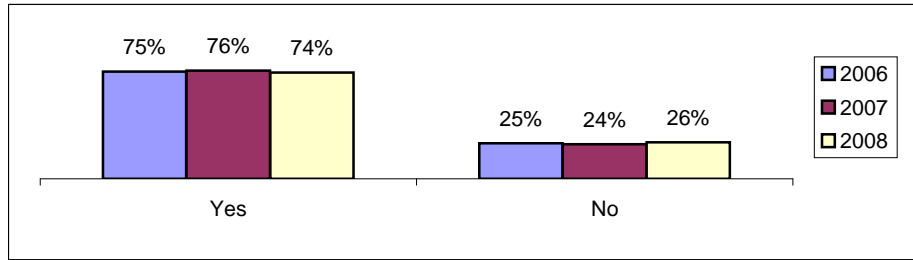
Local State and Federal Services

Overall, rate the quality of services provided by the Town	2.48	2.58	2.51
Overall, rate the quality of services provided by the County	2.65	2.78	2.71
Overall, rate the quality of services provided by the State	2.88	2.87	2.86
Overall, rate the quality of services provided by the Federal Government	3.10	3.09	3.05

*N/A indicates that the specific question was **Not Asked** that particular year.*

In the last six months, have you had any contact with a Town of Florence employee?

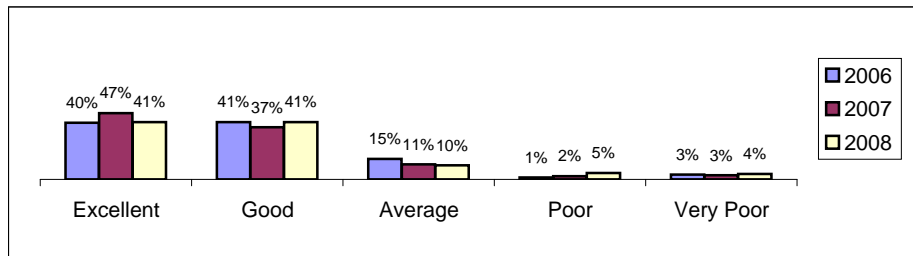
Yes	74%
No	26%
<i>Total Responses</i>	478



If yes, what was your impression of the LAST Town employee you were in contact with?

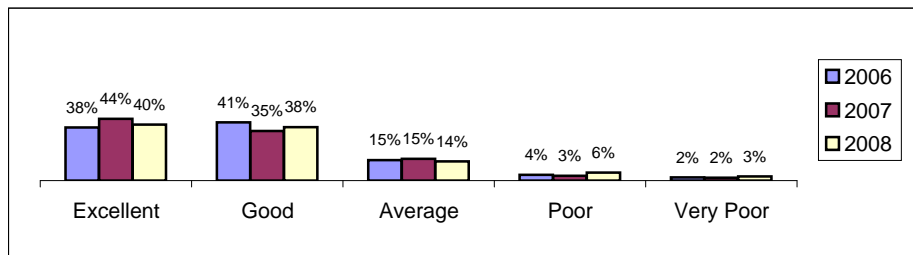
Responsive

Excellent	41%
Good	41%
Average	10%
Poor	5%
Very Poor	4%
<i>Total Responses</i>	366



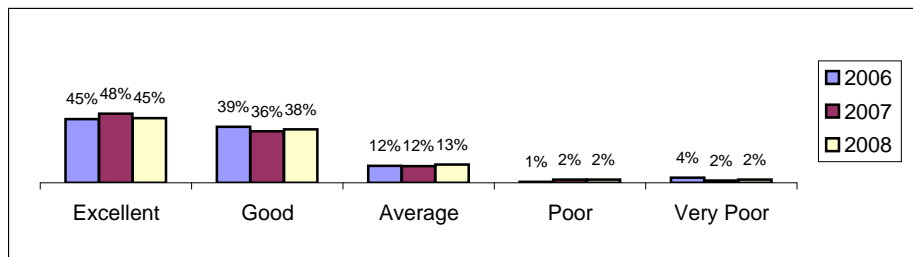
Knowledgeable

Excellent	40%
Good	38%
Average	14%
Poor	6%
Very Poor	3%
<i>Total Responses</i>	359



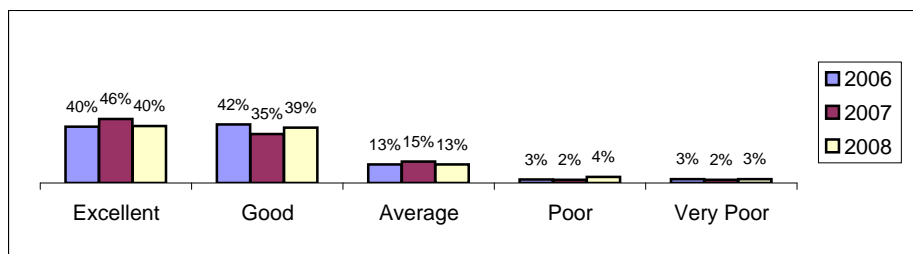
Courteous

Excellent	45%
Good	38%
Average	13%
Poor	2%
Very Poor	2%
<i>Total Responses</i>	365



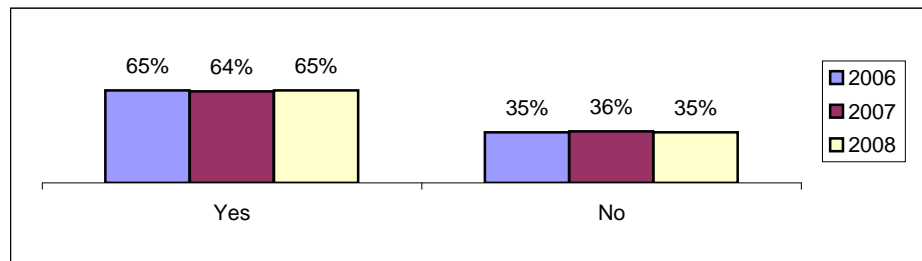
Overall

Excellent	40%
Good	39%
Average	13%
Poor	4%
Very Poor	3%
<i>Total Responses</i>	364



Does the town provide adequate information to its residents?

Yes 65%
No 35%
Total Responses 461

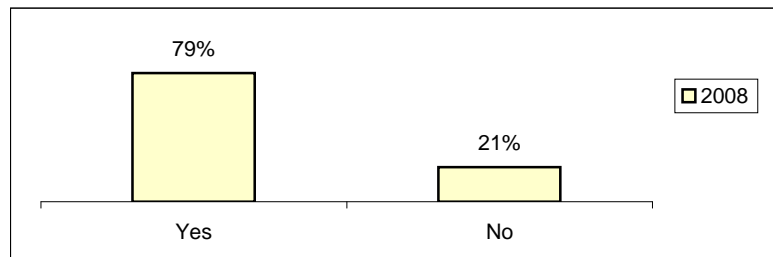


III. Policy Opinions

In this section of the citizen survey, residents were asked their opinion on code enforcement, Green Building, and the actions of the Florence Town Council in 2007.

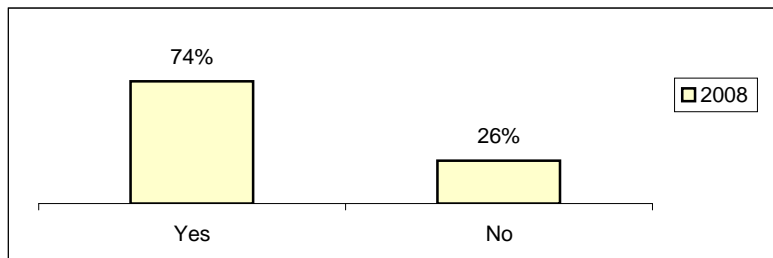
Are you in favor of the Town adopting Green Building policies to require new municipal buildings meet stricter energy conservation guidelines?

Yes 79%
No 21%
Total Responses 339



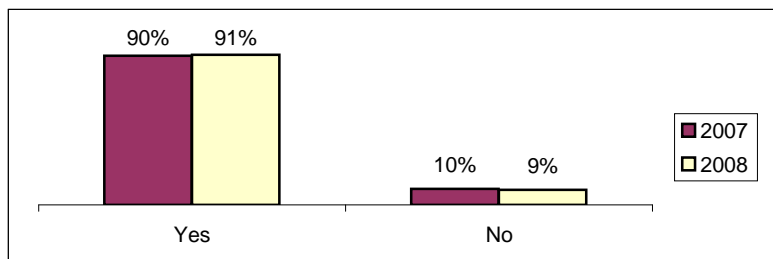
Are you in favor of the Town providing incentives for private development to meet stricter energy conservation guidelines?

Yes 74%
No 26%
Total Responses 338



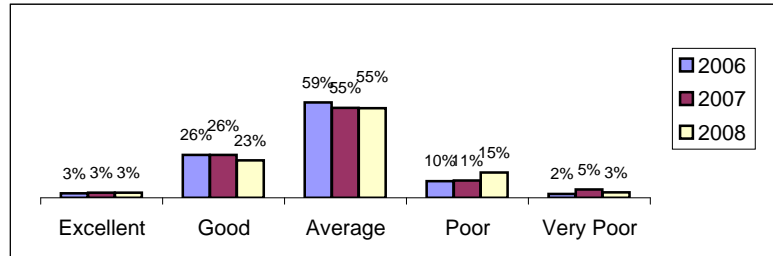
Are you in favor of the Town of Florence increasing Code enforcement activities by issuing fines to property owners who have excess litter or unsafe conditions on their property?

Yes 91%
No 9%
Total Responses 428



How would you rate the actions of the Town Council in 2007?

Excellent	3%
Good	23%
Average	55%
Poor	15%
Very Poor	3%
<i>Total Responses</i>	<i>408</i>

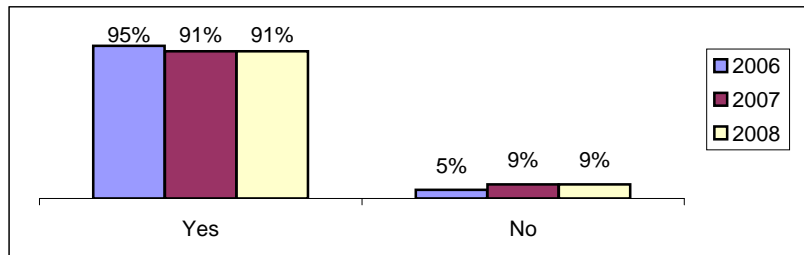


IV. Demographics

In this section, residents provided information about themselves. These results contain information about shopping habits, level of education, years living in Florence, employment status, and other relevant information to provide the town with an understanding of our residents.

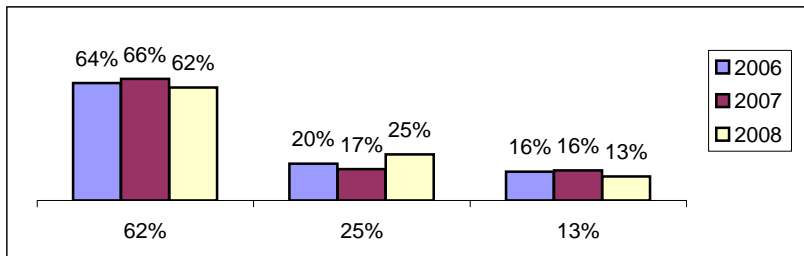
Do you live within the town limits of the Town of Florence?

Yes 91%
No 9%
Total Responses 483



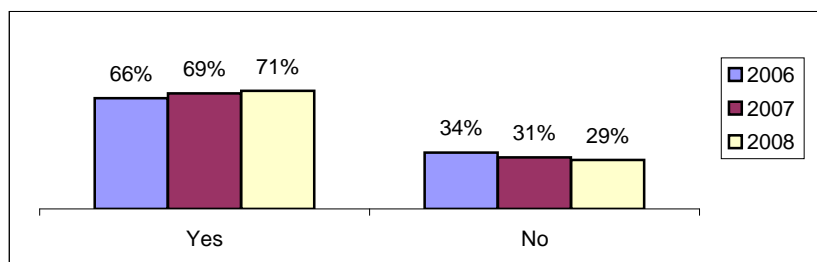
Do you have cable television or satellite television service installed in your home?

Satellite 62%
Cable 25%
Neither 13%
Total Responses 478



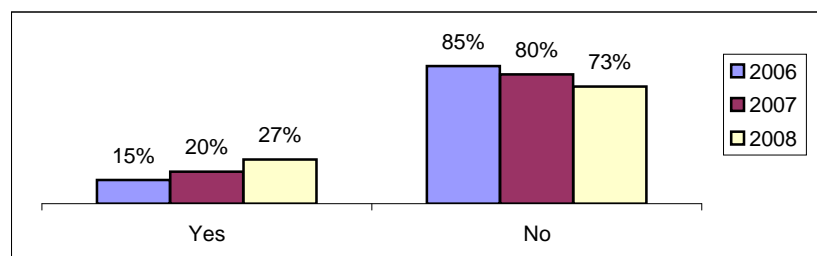
Do you have a computer with access to the Internet at home?

Yes 71%
No 29%
Total Responses 482



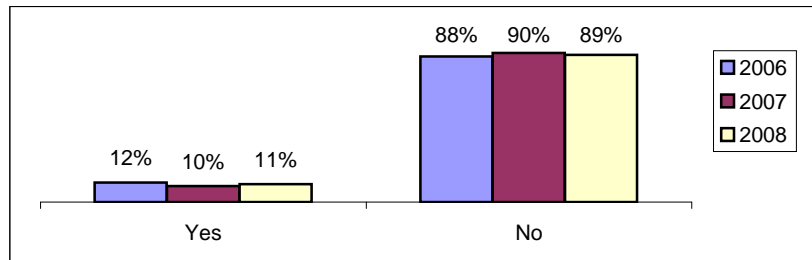
Have you visited the town's website in the past six months?

Yes 27%
No 73%
Total Responses 470



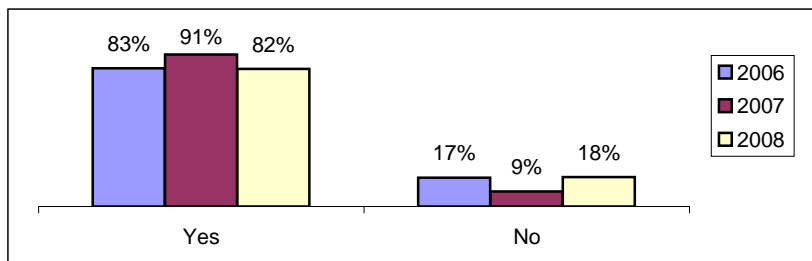
Have you or any member of your household been a victim of a crime in the last twelve months?

Yes 11%
No 89%
Total Responses 485



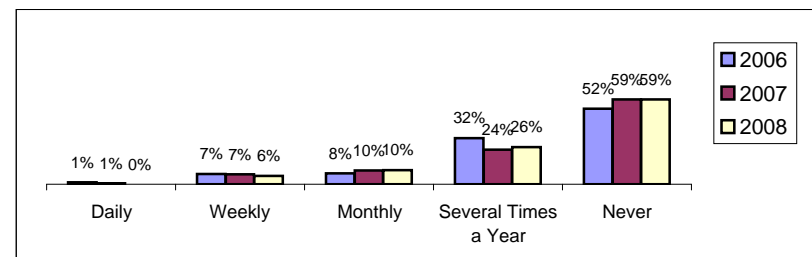
If yes, did you report the crime to the police?

Yes 82%
 No 18%
Total Responses 51



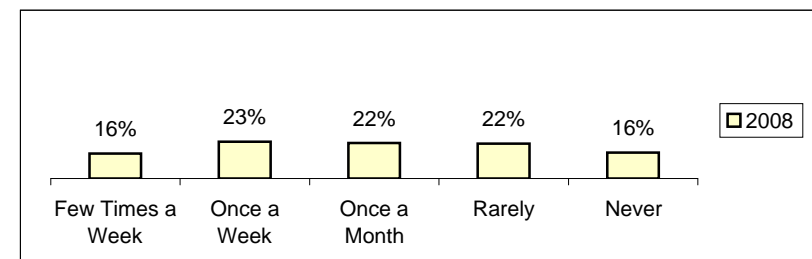
How often do use the town library?

Daily 0%
 Weekly 6%
 Monthly 10%
 Several Times a Year 26%
Never 59%
Total Responses 463



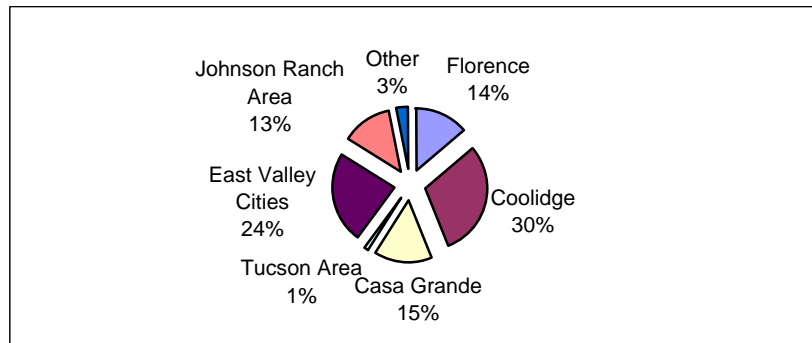
How often do you visit the Florence Safeway located in the Anthem Area?

Few Times a Week 16%
Once a Week 23%
Once a Month 22%
Rarely 22%
 Never 16%
Total Responses 481



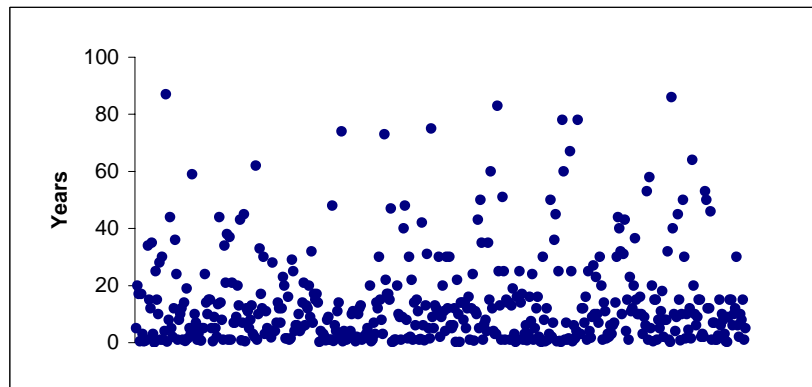
What percentage of your shopping dollars is spent in the following Arizona communities?

Florence	14%
Coolidge	30%
Casa Grande	15%
Tucson Area	1%
East Valley Cities	24%
Johnson Ranch Area	13%
Other	3%
<i>Total Responses</i>	<i>420</i>



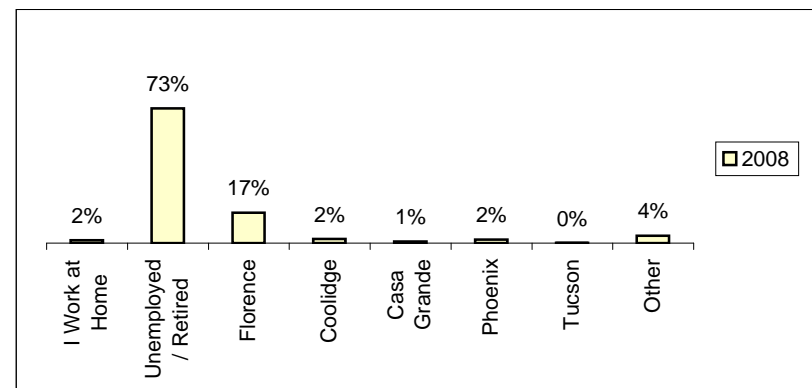
How long have you lived in Florence? (years)

Average	13.56
Minimum	0
Maximum	87
<i>Total Responses</i>	<i>470</i>



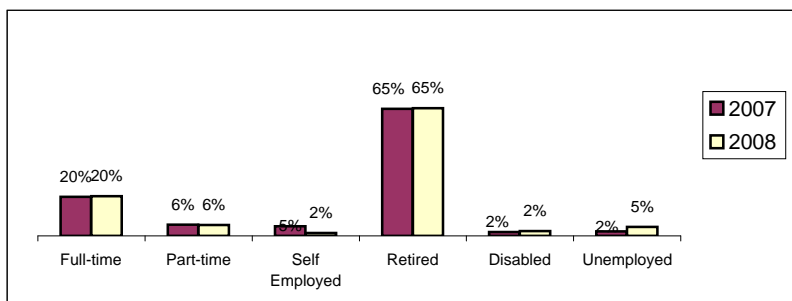
Where do you work?

I Work at Home	2%
Unemployed / Retired	73%
Florence	17%
Coolidge	2%
Casa Grande	1%
Phoenix	2%
Tucson	0%
Other	4%
<i>Total Responses</i>	<i>460</i>



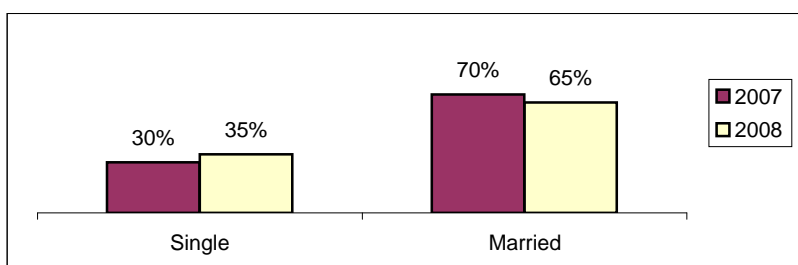
Are you employed?

Full-time	20%
Part-time	6%
Self Employed	2%
Retired	65%
Disabled	2%
Unemployed	5%
<i>Total Responses</i>	<i>452</i>



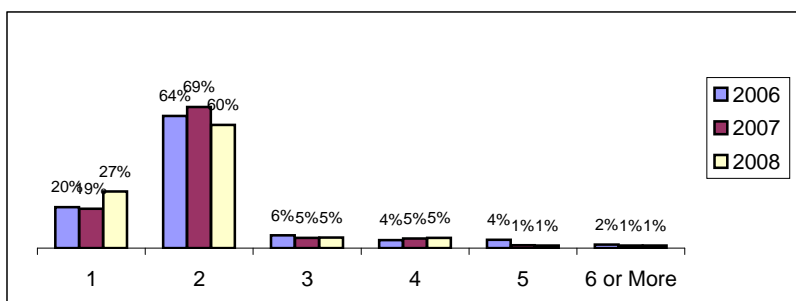
What is your marital status?

Single	35%
Married	65%
<i>Total Responses</i>	<i>483</i>



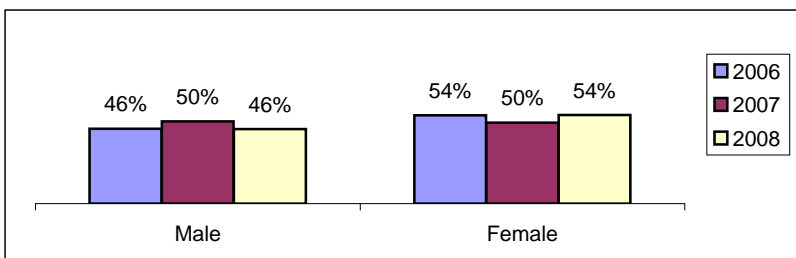
How many people reside in your household?

1	27%
2	60%
3	5%
4	5%
5	1%
6 or More	1%
<i>Total Responses</i>	<i>484</i>



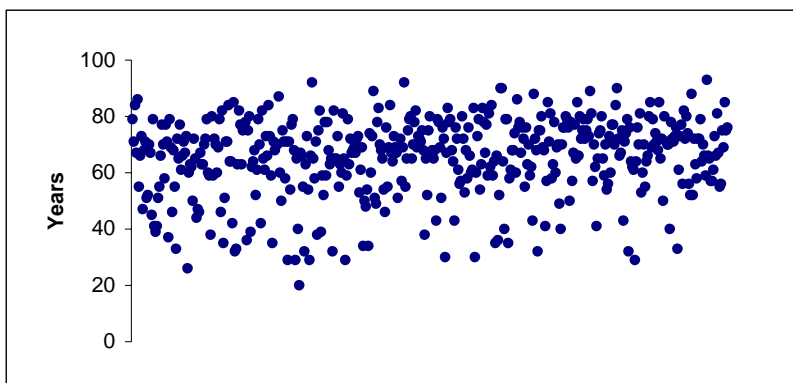
What is your gender?

Male	46%
Female	54%
<i>Total Responses</i>	<i>473</i>



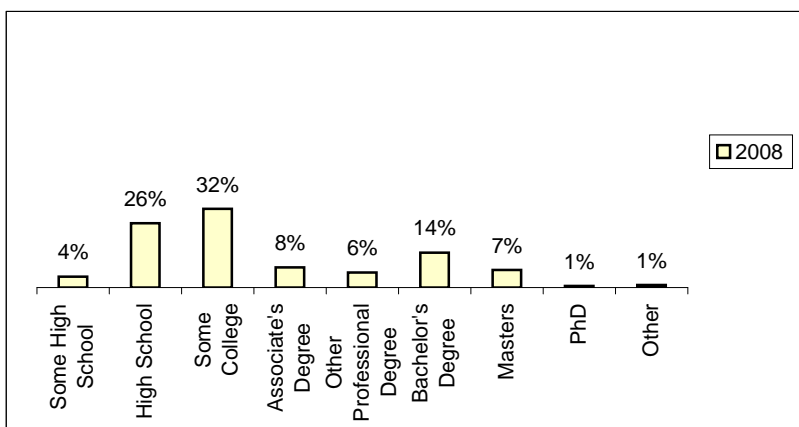
What is your age?

Average	65
Minimum	20
Maximum	93
Total Responses	491



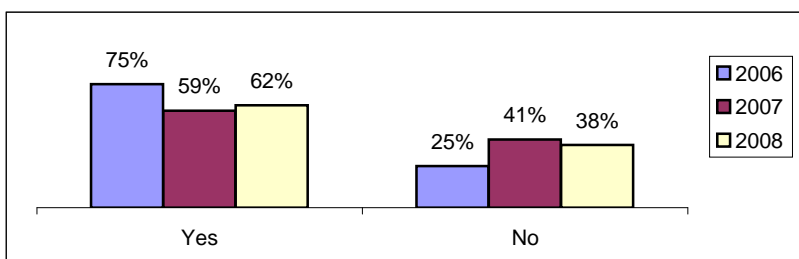
What is the highest level of education that you have completed?

Some High School	4%
High School	26%
Some College	32%
Associate's Degree	8%
Other Professional Degree	6%
Bachelor's Degree	14%
Masters	7%
PhD	1%
Other	1%
Total Responses	477



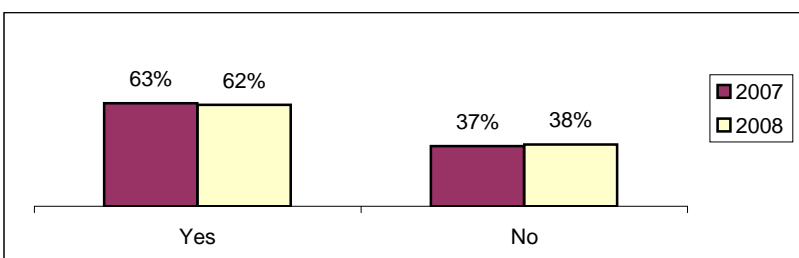
Are you registered to vote in Arizona?

Yes	62%
No	38%
Total Responses	478



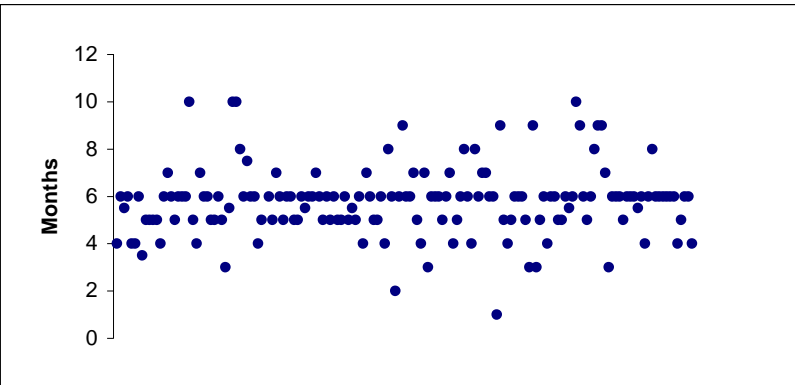
Are you a permanent (all year) resident of Florence?

Yes	62%
No	38%
Total Responses	479



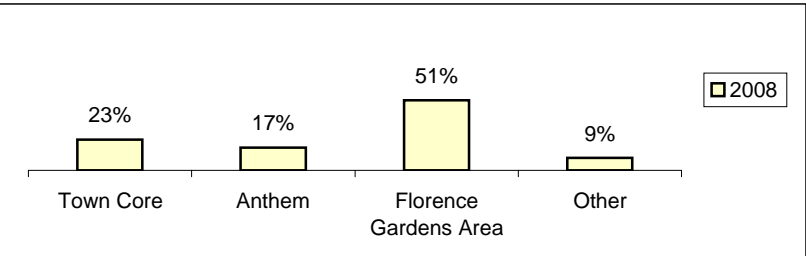
If not a permanent resident of Florence, how many months do you live in Florence?

Average	6
Minimum	1
Maximum	10
Total Responses	160



Where in Florence do you live?

Town Core	23%
Anthem	17%
Florence Gardens Area	51%
Other	9%
Total Responses	482



V. General Comments

In this section of the survey, residents were asked to provide general comments, if they had any to share. Residents were able to discuss any items that they felt the town needed to hear. 47% of the residents responding to the survey made a comment in this section of the survey. They are not arranged in any particular order. The comments have not been edited for form or content. The Town of Florence makes no representations as to the accuracy or truth of the facts and opinions contained within.

We live in Anthem. We do not feel like we are thought of as Florence by residents who live in the town core area. We've heard several comments since we've moved here that make us feel like longer time Florence residents look at Anthem as the cause of their failing businesses, etc. We should be looked at as a new & growing population who has money that we would like to spend in Florence first. But we will & do spend it elsewhere if not made to feel welcome & not having local businesses to spend it in. At this point we do shop at the Florence Safeway & True Value & occasionally eat out at various restaurants.

Dear Mr. Knudson – We only stay in Florence about 3 months a year. The only comment I wish to make is when calling 911 (2 times in our experience) but the whole fire equipment is sent. My opinion is it is a waste of wear on equipment and gas if you would have a smaller unit.

I would like to put my money into the town – but there are no stores for shopping and very few amenities to choose from – Florence needs more growth!

The only real complaint is the lack of shopping. Sure, we have 2 dollar stores, 4 convenience stores and 1 small grocery. We need to court a major grocer to locate in Florence.

Questions: Why does the core area of Florence not have a major grocery store? Does the Town of Florence think it can sustain it's identify as a histerical [sic] site rather than a convenient shopping center with modern and competitive stores for its citizens?

The People that live in Vista Hermosa [entire comment]

As a new resident (part time) I'm very concerned about the Sale tax rates in Coolidge/Florence. It is very excessive. I'm concerned of families with children, senior citizens on fixed incomes and very low income families. As a new resident I will not shop in the mentioned areas no more than I have to. Also other concern is the high tax rate will deter businesses of establishing here. I keep hearing the city council hoping to bring in new business – forget it – I'd never – you are driving business out. Nearly 10% is atrocious – Shame on you.

1. A lot of traffic/people through alley between Park St. & Warner St. off of Ruggles seems to gather in trailer at end of alley all hrs of day & night.
2. Don't like loose dog running freely in same area – reported to PD.
3. Minor problems – but all-in-all I love where I live!!!
4. Keep working on the junk collection houses – they destroy the neighborhood and the effect on the town's not good for us.
5. Need for shopping & food alternatives!! Oregano's!! Native New Yorker!!!

Hospital – new library building

I love this place but I wish the governing body would be more productive and decisive.

Crackdown on drug houses needs to be more often. The crazy girl that wanders around town all day and night and hangs outside Circle K, etc., ranting and raving should be committed (please). The policy for bulk trash pickup procedures needs to be modified to avoid issues with my HOA.

[attached sheet] I assume the Town knows what assets it has, that is, property, water sources (wells, other, how much is legally available), infrastructure owned or managed etc. This is important to know before a Town can urge others to develop here or nearby. Most important is water and we had better know exactly what we have available to us and how long will that last with due increase in population.

If we are sure of what we have, then what business would thrive here, now, or in the near future, or in the future years ahead. Long range planning. How about a baseball spring training facility; a sports complex, a fire extinguisher company (I know on none any where near here and people should have fire extinguishers in their homes – I have put out 3 fires with mine, none of my own but my neighbors. It is not a big business, but extinguishers need to be replenished from time to time), or get a think tank together and see what you can come up with. Do something positive yourselves. In that regard, I note that you were pondering a log for the town and found it would cost some 140,000 dollars Plus or minus.

Why not have a contest among high schools in the area, including the Signal Peak Comm College and give a prize of school books for one year or work out a deal with ASU, AU, and Flagstaff College to come up with their best with prizes that would cost a lot less than what was offered by a supposed artist. Don't rely so much on grants. Grants are not free unless they come from lottery funds, then I have no quarrel. But a federal grant is more of my money given away by the Fed Govt. I don't pay taxes to have it spent for grants.

Back to knowing what we are – we should know what plans are for all kinds of development projects. Who knew that a hospital “Company” was going to build a 20 bed hospital at Hunt Highway and Franklin Road? Any one? Get the best picture of what will happen and when and what we have to support it is more important. (signed)

Nothing for Youth to do! No positive activities to do Summertime or after school.

Parks and Recreation Fitness Center is well equipped and very reasonably priced. However, the afternoon staff is not at all friendly; never greets anyone when they enter. Plus, I hate the fact that the TV only seems to have one channel – sports. Variety of recreational programs: There is no variety – seems to be the same thing over and over. And the special events aren't "special" anymore. They are the same year after year, nothing changes. In fact, all the special events seem to be the same as when Teresa set them up. Subsequent directors haven't changed a thing; they just keep doing the same thing.

Library Services: Love the Library! We are really looking forward to a new library because right now where the library is there is NO PARKING! Years ago there were designated spots for the library customers – a dozen or so spots on the East side of the parking lot. What happened to those spots?

Street cleaning in residents area's, enforce yard clean up, [?] non moveable vehicles, fences. Allow growth to the surrounding areas. Give [?] kids and families a place to go. More business more jobs less hopeless crime. There is no place for teenagers kids and family to go we are forced to leave town to enjoy family days. Bowling, theaters, large rec center. Come on Coolidge has out done you.

Mail delivery isn't what it should be. Several times my mail has gone to others – some I have not received at all! Junk mail comes in good condition, and personal and important mail crumpled & torn.

(1) New construction sites manage trash spreading to nearby homes. (2) Control loose dogs. The dogs in the streets are dangerous. (3) Install municipal water treatment to greatly reduce lime content.

We sponsor a fall league for Senior Slowpitch and a tournament for 16 teams from all over AZ every year – For the past 3-4+ years, the same faucets & toilets have been broken or out of order. The bathrooms are a disgrace and the concession is disgustingly dirty till we clean it. It is embarrassing and many people have commented on the bathrooms. It is a beautiful park – the Parks & Rec guys do a good job on the infields. Why not fix the bathrooms & then lock them at dusk?

We want & need stores a grocerie store like Wal-Mart, Fry's, a clothing store toys drug shoes cloth, etc. A bakery – a theater, a hospital. Not a plane park or tattoo place. Junk like that we don't need. Please open the old Hospital again we need it!

I love Florence.

#17 & #18 are loaded?? – Not good!! #19 – This area can get out of hand. F.G. has old people with tape to check how hi wild flowers are.

You Rock Survey Man

I love this area, however would like to see a major grocery store nearer.

As a winter visitor, living in Florence for 6 months, I do not appreciate having to pay \$25 per month for water when we are not here. When we are absent from our permanent home for 6 months we do not have to pay for water as we are not using any.

It appears to me (Downtown) Florence is dying on the vine. Needs a shot in the arm with more & better shopping. Cooledge [sic] isn't much better. And Casa Grande is a 70 mile round-trip.

County tax for vacant land is out of control. We need a hospital – Bashas grocery.

Great idea now use the information from all--!!!

Downtown needs to grow – someone needs to care. It is a huge missed opportunity.

Since living here all has been good. Because of Magic Ranch I have concerns about crime.

The School District Needs to Improve on How and What the Children are Learning. Teachers need to Be more strick when kids miss have. The Library Should open for the Students Right After School.

Need more small businesses in Florence, Downtown, and other areas.

Need fire/rescue services on North Side of river. Great need for walk in medical services = Urgent Care. Fix sewage/odors coming from area behind Caliente. Fix North Main Street – Resurface. Try to get a productive industry to locate here so people have jobs to go to locally. Forget the high density housing until there are local income producing jobs to support it. Save the desert and mountains. They are a large asset to the community!

Main Street needs to be revaitized, [sic] turn it into destination area for shopping and tourists. Use it's history to attract people to Florence.

We need a grocery store

“ hospital

“ pharmacy

“ more activities for youth. The fishing derby was great!

“ to lower the renting of the high school pool and Sr. Ct. so it can be more

accessible to med-lower income people for pool parties, etc., and advertise in the paper so people can be aware of availability. Please keep porta-potties in clean condition @ parks.

?18 – too broad / what type incentives? Why include only businesses? Why not homeowners.

Love my new community.

We seem to be without water quite often. Have lived in Anthem since 7/07 and had no water pressure at least 3 times in that time frame. Lived in Mesa for 10+ years and don't ever recall being without water pressure. Garbage pickup times vary too much. Some time pickup occur early in AM and sometimes not until afternoon. Florence must attract more business to area if they want people to spend their \$ in Town. Seems any job opportunities are with prison system. Need more job opportunity. Union Pacific railroad wanted to back a service (?) near Picacho. It got voted down. Maybe Florence could try and get it built here. These are good high paying jobs.

1. Please Please get ER/Hospital services to Florence. 2. Maybe have a "mall" atmosphere in the Gentry Bldg. or the Florence Drug Bldg.

2 issues the town is dealing with – hospital and downtown – are very difficult to resolve. I hope the town has patience in achieving solutions to these problems.

1) The water pressure is a very large issue have attempted to deal with this but no great response. 2) Florence Heights Blvd is still in gross need of repair and traffic control and have been promised for 4 years that something would be done, and still nothing.

Why do we still not have a grocery store in Florence, preferably near Caliente. Many elderly here would support such a store. Why can't the city give such a store a tax break if they would build here. They have a great grocery store (Shoppes) in Coolidge, let's ask them to come to Florence !!!!!!!

1. Please smoothen out main street (very rough). 2. Bring in some chain stores closer to the town of Florence!!! Example (grocery store)

We need a grocery store, a drugstore and a clothing/general store on Main. We would shop here if we had the stores.

Road improvement in Pinal County, especially Hunt Hwy should be a priority. The lack of adequate employment is also contributing to the slump in housing prices/sales. The commute is horrible with the price of gas also rising. We have another home in Copper Basen that has devalued and we cannot sell at this time because we'd loose too much money. This should not be an area for commuters only going to Maricopa county to work!

Thank you for keeping Florence clean and safe.

We appretiate the small-town atmosphere of Florence, but feel the town proper is dying due to town "fathers" fighting growth. We hope to see the historical quality of town streets and buildings preserved.

The highway (79) needs a wall by Florence Gardens. We are very vulnerable to people on the highway. Also the noise is pretty bad. Florence Gardens have cable service.

We need hospital, grocery store, and other businesses in Town of Florence.

The appearance of Florence has been much improved since I first came. Yards full of trash & deserted trailer home have disappeared. It's a lovely historic town and now it can be appreciated. If possible, finish renovating the old downtown building. And, develop an industrial park to bring jobs to Florence. Retail will follow if people have money to spend. The grocery stores are too far away.

I'm single and the garbage is to high prise, once a week. Thank you.

Suggest City of Florence proceed very carefully regarding expansion. Anthem area should set the "tone" for Florence as it will be on the cutting edge of new development. Handled properly, Florence could become a 5 star community. Should push the State of Arizona very hard in order to get four lane access into & out of that area.

I don't understand how I can be charged for sewer when I'm not living here. I also have lots of air in my water. It was looked at last year but never corrected.

Down town Florence has tremendous potential to be a desirable area to "walk", shop bring & attract guest. At present it an embarrassment. Hope this will change in time.

1. IDA and Town Council need to work together! 2. Downtown Florence is dying. 3. Too much money spent on surveys that do not produce any results. 4. No hospital facilities or urgent care closer than Casa Grande. 5. Not enough physicians available locally. 6. No veterinary care ___ ___ for one day/week. 7. No local X-ray, screening programs closer than Casa Grande. 8. Town water is undrinkable and water pressure too low. 9. Have to travel to Mesa, Tucson, or Phnx for major medical care. 10. Why can't 3 water bills being sent to the same address be mailed in 1 envelope to save postage and paper? 11. Need 1 restaurant in Florence to be open on holidays. 12. Power outages in my area are again too frequent. Other people on oxygen, monitoring, etc., have a problem being without electricity for 6-9 or more hours. Summer time heat can really be health threatening for some older residents. We need another supply source – competition for Bureau of Indian Affairs to provide better service. 13. No public transportation. 13. No housing for people employed in Florence. 14. Newly paved streets are really appreciated. Hope it can solve runoff problems. 15. The Fire Dept. is truly appreciated for all they do – 911 response in particular.

We need a hospital – I was only open a couple of years when I got here. WE NEED ONE. 30 miles is a long way to go when you have an emergency.

I reported a crime with your Police Dept. and they were very rude. Didn't have time for me and was accusing my nephew of committing the crime and stating he was a drug user. My nephew did have a problem but now is clean and doing well. You need to have your PD do there job instead of pointing fingers and just standing around.

I am hopeful the new mayor and better council will be able to represent Florence in a better fashion than soon-to-be former Mayor Rankin. It would be nice to allow Town staff to do the jobs they were hired to do.

I just wish main street could be developed. Seems like a lot of businesses have closed. I know this is not the city's fault businesses close but there must be some thing (hopefully) that we can all do. I would shop here if there was anything offered I needed.

I think it is sad that the city placed Safeway - etc. so far away from the town. I can get there, but there are many that cannot.

We feel that employing individuals in top level positions who reside outside the Florence area is not only stupid and irresponsible but cannot serve the town of Florence and residents in an effective manner. Had dealings with the water department with poor results. Promises were made from the mayor on down. Complaint filed on 16 February and still pending.

For the taxes we pay I (we) feel Florence Gardens does not benefit much.

Florence sure could use a good place to eat. Also a small department store.

I had a problem (questions) with the sidewalk in front of my house (a few years ago) that never got resolved or answered. Mr. Patel never got back with me after he said he would look into the matter. Mr. Rankin just informed me that when he got elected mayor, which would be the next day he would help me out – This was the first time Mr. Rankin was running for mayor and to this day he just looks the other way when ever we meet. I'm glad he didn't get re-elected. Pls Town of Florence employees have very sad attitudes.

Recreation department is the worse. The programs lack any supervision. Gabe needs to go – he is obviously best friends with someone. Drives around town drunk and argues – very rude. Know why Casa Grande made him quit. Need more business in down town area. Parks 100K awful & you practically have to beg to 'pay' to use the trashy things. Little league field is awful. Definitely miss Frank. Ray is lazy & hateful. Water department has no clue what's going on.

I don't go to Florence because there is nothing in Florence!

Please schedule services for "Town Core Area" as well as you do for the "Seniors" @ Florence Gardens. Those of us who live here year round should receive, equal to or better service than part timers.

Select several historical buildings to restore and try to bring new buildings and businesses into town. Love the dog park! Thank you.

Item 12b. Refers to Mr. Carrol Michael.

I am not in favor of all new development happening so far from the town core. Losing the pharmacy was terrible, and main street looks like it is dying. I would like to see more business there than out on Hunt Hiway.

I feel that the election that was held for Mayor and Council should be done over and all people in the Town of Florence be told when and where the voting will take place. I also feel that the state elections commission be notified, the way the election was held.

Why do you keep sending these surveys when you don't do anything to improve our town and what you really want is for us to go out to the Johnson ranch area, which I HATE to shop and other things. Why don't we have a grocery store, drug store, hospital, etc., of our own? Why is the town still looking so dirty and so many falling down houses still standing. Why are some of us not treated fairly and others are. From where I'm standing there's no one yet – past and present who has done anything worthy of any mention. I no longer take pride in my little town of Florence – it's a mess. [Note on #31]. This has nothing to do with anything for the town! Please come up with questions that pertain to the matter. Not those that are not anyone's business. If you want to know how I feel about Florence – then ask me about Florence!! Who makes these surveys up anyway??

Clean up the Police Dept. – Get rid of Chief your turnovers will get better. He is a bias pig.

Please make the speed limit 55 on Hunt Hwy between Attaway Rd & 79 – Thank you.

Please do something about Maricopa Street. It has the most traffic east-west in Florence Gardens. It would be best to do the work between April 1st and Nov. 1st if possible when the least amount of people are here.

Please finish curbing in the Gardens!!!

1. City should constructs tennis courts in the city park, should include 4 courts. Could be constructed in phases starting with an all purpose Court. Should of sufficient size to accommodate 4 courts eventually with a fence. 2. Complete the construction of curbs & gutters and streets in Florence Gardens. 3. Enforce City ordinances. Home owners & business locations must be urged to keep their property clean and neat.

The manner of the city & county employees has improved a lot in the past 2 years.

Need a hospital. The library is inaccessible to an older person. Fortunately, a librarian lives in Florence Gardens and she brings me what books I need.

The north end of South Dakota [unreadable] to Arizona has no night lights and maybe some other areas of the 3800 block. Thanks, [Signed].

Sewer stench is awful in community.

It appears all the growth is NW of Florence in Anthem & Johnson Ranch. Here in Town it's still slow. People have to go out of Town for everything. Our little Town has gone backwards; before we had two grocery stores, a hospital, two pharmacies, a real general store, bus service out of Town, a tortilleria, and a lumber yard. Some pluses are the parks, three/four apartment complexes, good restaurants, the fast food places, the new motel and the first Dollar Store. And truly Coolidge's Wal-Mart because it was placed in good spot. We need to go forward and probably needed first is the hospital/urgent care. And second, is a good store so we don't have to travel to Casa Grand or Johnson Ranch. We need to come together as a community to serve, to work together and to be a good citizen for the benefit of our Little Town.

We need more shopping made available. We need a hospital. We need an assisted living services. More restaurants – not so many Mexican foods. Need more retirement homes. Florence High School has a bad reputation. It isn't right to promote Gay Clubs. Some students don't feel safe in going to the high school. Florence doesn't understand the difference between Trashy & Historical. Needs to be cleaned up.

I believe the previous mayor & Council did the Town a disservice with their uncontrolled Annexation of surrounding property. I would hope to see a slow down to catch up with what we already have.

We live on Heritage Way in Anthem's overlook division – Pulte has patched our entire areas roads. Our streets look very poor now with all these patches everywhere. We hope before you accept our roads you will make sure Pulte resurfaces our streets. This has made our new neighborhood look very ugly.

Need to replace water supply lines. Insure steady supply of power reduce outages. Florence Gardens quality of life is higher (better) than living in a typical city i.e. Florence.

Wish there was a decent grocery store in downtown Florida [sic]. Before Safeway it was 12-14 miles to Coolidge & 16 mi. to Fryes – Too far even to Safeway with price of gas.

Dear Sir, I shop in Coolidge at Safeway & Walmart because Johnson Ranch area is more dangerous to drive to than Coolidge. When we are in Mesa we use Walmart at Signal Butte, seeing nothing can be put in the Town Core of Florence.

Would like to see swimming pool open longer hours especially evenings & weekends.

I think it's ridiculous a town the size of Florence does not have a supermarket and no clothing store nor even a drug store any more.

Lack of good drinking water. No hospital services any more. Lack of businesses. Poor drainage management.

New leadership is desperately needed in Police dept.

There is an urgent need for hospital services in this area. The “rumors” of why plans to build/reactivate are discouraging and are not conducive to future growth.

Air quality is bad – very dirty/smog air. Your “Town of Florence” work trucks need to use the paved streets in Florence Gardens, NOT cross vacant lots & cause dust clouds because they’re too lazy to drive a extra ½ block! The Water Dept guys are the worst ones! They think it’s funny to dust our butts when we’re outside. We don’t think it’s funny! Would be nice to see the old adobe bldg’s get upkeep mtg.

Improve downtown area, may encourage new ventures. Better access to downtown from the west side of town. The biggest & best improvement would be better roads & traffic control.

We need a grocery store in town. Not 8 miles away.

Wish we had a few quality eating establishments.

I will shop more at Safeway at Anthem when there are more stores out there (cleaners)

When I retire in 2 years cannot imagine staying in Florence. Most boring town. No leadership. No shopping opportunities. Insufficient health services. Trash, barking dogs, dilapidated houses. Cultural desert. But Prisons and more Prisons!

On almost every occasion I have called Town Hall no one will answer their phone but require that we leave a message – often the employee will wait several days to return the call...If at all. Would shop in Florence if given the opportunity. Do not consider Anthem part of Florence.

Florence needs to abandon it’s “Historic District” and get aggressive and progressive to bring in modern businesses. It is aggravating to see all the new businesses going to Coolidge because of the attitude of the Town Council.

Florence also needs a modern grocery store within 1 mile of downtown.

The one thing I hear everyone complain about is the lack of a decent grocery store that we don’t have to drive at least 10 miles to. Safeway is higher priced than say Fry’s. We do love the small town atmosphere and the people are friendly. I do think you have cleaned up the town in the last 2 years but should crack down on some.

I am concerned about pharmaceutical products in the drinking water. Would like the town to test for and remove any such contamination. Also, please do not fluoridate our water.

Florence needs to promote more downtown growth. Make it more historical, that would bring in more small business. Repair the main street. City Council needs to move forward – not live in the past.

Please we need a grocery store.

The actual town does not have any growth. It is all way out. This could be such a nice town if we could get some business here downtown. We need a grocery STORE! Not Motel's. Florence Gardens should have sidewalks. "Big Mistake". The living conditions of so many homes in Florence is bad also – the owners need to clean up!

We have lived here 10 years 7 months and now 10 years full time, we love this area and plan to remain here for years to come. Please get us a hospital again we really need one.

The town has so much potential without becoming a "big box" overgrown area. It has that great small town feel that many of us would hate to lose...but more shopping and entertainment opportunities would certainly be a bonus. There are some great events taking place that draw many people here and that might be expanded. We would much rather spend our money here to support our town than go elsewhere, but it's almost impossible. I feel one of the largest negativities in gaining more residents and visitors is that the majority of the town looks like no one cares! I remember thinking "Whoa – don't they have trash pickup here?" I found out I was dead-wrong on that issue, but the general first impression was not good. People who come to visit us always comment on why we've worked so hard to improve our home when the majority of our surroundings look trashy. Someone has to start somewhere!

There are many wonderful buildings and areas that give Florence that feeling that makes it special, but you have to look long and hard to find them through the un-maintained parts. A vast majority of people don't have the patience to find it.

Look how many people work for ADC and live elsewhere – how sad. They drive a lot of miles because...who wants to live in Florence – there's nothing there? We all need to help more (me included) to make this great little town more welcoming. I think residents might have more pride in their surroundings if they could "do more business" right here as well. Thank you for listening and caring enough to ask for comments. That's a sign of a great tomorrow.

Council members should make decisions for good of people not for themselves.

Would like to see different billing on sewer – I pay for 10 months and not one drop goes in the sewer!!

Love it in Florence, but shopping, hospital, etc, is not handy – Get some stores in here!

I would have preferred that a Fry's or Basha's would have been built instead of Safeway since there was already one in Coolidge.

We have lived in Florence only one season, however, I see a real need to encourage private business in Florence. All your facilities publicly paid for are in excellent condition. With the amount of jobs available in the area, the town has very few businesses available to these employees. A big mistake. Your Safeway should be in Florence, for example.

Florence needs to encourage retail stores or it will die. We need a large grocery store and a drug store. We also need a store to buy clothes and gifts like a Kohls. Building inspectors need to get their act together. One tells you one thing, the other something else. Neither understand the codes for Caliente.

It is difficult if not impossible to buy what is needed in the Florence town core. Florence Anthem Safeway is higher priced than Coolidge by far. I am sick of this town being all about Johnson Ranch/Anthem. You need to put something in the Town core. Does anyone actually look at these damn surveys? I seem to get a number of them yearly but nothing changes.

Police Dept needs more help on night shift. One officer don't cut it.

Emergency Unit (hospital) Larger library. Small grocery store (Sprouts) or something similar. A traffic light Pinel Highway & Corner of Diversion Dam Rd. Litter on the roadsides seems to be gathering more often between clean ups.

We need more activities for children, we need affordable day care – head start is not affordable even for State employees. The water is gross. We need more shopping near Florence. Why don't we have a WalMart?

We must not lose our identity to Anthem! Florence is on the south side of Gila River. Put a grocery store in core Florence.

Why don't you recycle – cardboard, paper junk mail Aluminum, tin cans, glass plastic. Why not be nice and help the people clean up their yards. Fix the buildings – houses like you did before.

Being I am a snowbird I don't know or don't have the answers to these questions. I do enjoy my 4 months I do live here.

Shopping for groceries in Florence would be nice in super market closer than Anthem.

My wife and I would like to see more shopping in the core of town of Florence and a public parks and rec like the Anthem area has, with swimming, tennis, rec building with games and activities for the kids.

[note to 2.] Too many jail prisoners walking or hitchhiking. I would like to see a hospital help local merchants instead of punish them. The Fire & Police Dept. do an excellent job. Escort jail prisoners out of town. Prevent crime. Tell state hwy to fix storm drain on main. Also water puddles on Diver. Dam & 1st st. Move dangerous P. Pole on 1st st. & Hwy 79. I would like to see an adopt a hwy on Hunt Hwy it's a mess (the county used to own it).

With an aeration system for the town's water supply in use and a sand & gravel filtering system following the aeration the quality and taste of the town's water would be greatly improved, maybe even drinkable!

I shop Coolidge for groceries & misc as I go to church there. I make every trip count. I'd like to see a lot more clean up in the town proper. There are too many junky places & unkept places. I like the small town feel. The fire Dept. is very good. Ambulance time & response is very good.

Very nice quiet town with friendly people & a couple good restaurants. Police patrols & presence is good and are responsive. I like it here.

I love this town, its treated me and my family well for years. We will never leave here. Thank you Florence.

Florence is moving backwards – no grocery store, drug store, and general shops. History is fine, but Florence needs more!

[note to #20] Never – Needs to be in town of Florence. Why do we have to go all the way to Cooledge or Casa Grande to get grocery items & household items? Florence needs large store Fry's, IGA, etc.

Quest. #7 – We need to know more of what is available and where it is located. Quest. #5 – We live in Caliente and our opinions may be different if we lived in "Town Core." We probably use more services (library, etc) if we didn't know a lot of people in Apache Jct. where we use to live. Crime, dope, etc., is very low in Caliente, but may not be so in rest of city limits. We don't know.

Severely in need of restaurants! Good restaurants. Need a wider Hunt Highway. Area needs many more stores, doctors, urgent care – what about a hospital!?

We are still getting odors from sewage treatment!! These odors can't be good (healthy) to breathe as well as being very unpleasant!!! We are on the south end of Caliente. Not all park residents get this smell - - - not fair and not fun! This can't be right environmentally!

Would like to see more basic services locally grocery's (variety) stores, building supplies, (I like Florence Hardware Store).

The roads are the worst in all of Arizona. Hunt Hwy is the worst. The trunks are very bad we are scared to go to Fry's and Attway is another one. Can not wait to move out of here. This is the worst place in Arizona.

We chose Florence to retire for the open, less congestion & friendliness it provided. We would like it to stay that way.

People that come to visit can't believe the dilapidated trailers and houses around downtown and would be afraid to shop (if there was anything) after dark! Leave the street lights, trees and benches the way they are and spend the grant money to buy the junk trailers and homes and tear them down. Buy paint for the downtown stores, fix the canopies and bring some pride in ownership to the town. I see owners that don't put any money in repairs and complain that no one shops here and then leave when the building is worthless.

We need to attract some doctors to this area. An urgent care would be nice. When you're sick and old you have to go too far for help.

Taxes in the Anthem Merrill Ranch community are too high. Our rate is much higher than other communities. This needs to be changed to reflect other taxes paid in other Florence districts. We currently pay 4.1534 per hundred for Anthem at Merrill and I understand it will go up in 4.7534 next year. We pay 4.0183 to the county and .9953 to the city of Florence. There is something wrong with the tax structure that currently exists in Florence.

Our street is very dark at night – we need another street light! West Saratoga Way in Sun City.

The garbage pickup is erratic, here is supposed to be Tuesday and Friday – mine almost never picked up on Tuesday. Friday is always on time, once a week is usually adequate.

Utilities – water/sewer. When a resident is not on the premises and not using any water consumption at all – there should be a minimum payment – not full payments of 30\$ plus each month. Downtown Florence needs businesses. A closer grocery store would be an asset. Not at Anthem.

I would like more shopping in downtown Florence – I really commend the Hardware store – an excellent place to shop. I would like to see a local supermarket. I feel that they would have an excellent business from the local towns people & those working at the prisons.

Local Safeway, Fry's, Shope's (not Anthem). Remove high curbs downtown. Lessen restrictions interior wise making downtown places more rentable. Remove taxes on cell phones & satellite TV as town provides no services.

I think the historical value of Florence is important. It provides more interest in the area.

The city talks about fixing up the old downtown area and at the same time is placing new businesses out on the highway or it is being built in Anthem. There will never be any growth that can be sustained in the old part of town because the planning for Florence is not based on any standard planning program that I have ever seen. Planning means that growth grows out rather than starting 10 miles out and comes back to the core of the city. Your cost to maintain public service in an area that far out is going to become very expensive. Every call for public service is going to cost you an additional hour in time and then the fuel and wear and tear on the vehicle getting there. Maintaining a road that runs through the country is going to become very expensive. At Ataway you can count the cars and the major portion do not come to Florence but go to Coolidge. You are maintaining a county road with city money. If Anthem does not start building a lot more homes and in the present economic downturn I do not see that happening in quite a while, who is going to pay the taxes to repay the infrastructure costs back to the city. The only alternative will be to tax the rest of Florence. Developers are suppose to build the infrastructure and reclaim their cost when they sell the homes. More poor planning. Where is the money going to come from and who will pay it back for the Sewer plant and piping system from Anthem to Florence. You are talking several billion dollars to build a sewer plant for 200,000 to 300,000 homes and the piping system to carry the affluent to the plant and then the reclaimed water back to Anthem and the other sub-divisions that are proposed. The city is signing the developers guarantee for 100 years of water without knowing where that water is going to come from. You live in a desert and there is not a lot of water in a desert. Wells south of town are down as far as 900 feet, they are in basalt rock so you really have no ground water to use. At some point you get so deep and there will be no water. I just read the water plan for the Superstition Vista project. They have never done any water studies that have any substance. They estimate there is 10 million acre feet of water in that area, that there is up to a 1000 feet of ground water area. Ground water is found in the area from the top of the landscape down to basalt rock. When you drive around that area and find basalt rock coming up to the top of the ground which is all over out there you have very little ground water storage area. Once you remove that water it takes a long time to replace that water if ever. This whole state expects the Colorado River to supply them water. The most recent study of the Colorado states that it could be dry in as little as 13 years. I would recommend that the city of Florence figure a way to get out of the deals with Anthem and all the other sub-divisions that are outside a reasonable Growth management area (1/4 mile outside to old city limits of the town of Florence). Then pass an ordinance that requires the people to Florence to have a little price and clean up their properties and keep them clean. Fix the main street so you don't think you are driving over the railroad tracks when you drive down there. Lower the curbs so you can open your door of your car without banging it on the curb. There are approximately 7000 government workers here in Florence yet a very low percentage of them live inside the city of Florence, does this not bother the city fathers. You talk about brining in industry, yet you ignore the biggest industry in the county and it is located right here.

Why do I live here, because it is a small rural community (which I do not want it to change). I like the few businesses that are successful. You just got the biggest nursery located here and what do you do, you forbid there trucks from driving through town, how long are they going to

stay when treated like that. The Hardware store is fantastic. Florence has the best restaurants in the county. Florence Gardens is the cheapest place to live in the state and it is the cleanest in the county yet has been referred to as trailer trash. The police dept is very helpful, we have a good fire dept. The workers have all been friendly that I have had contact with. The only people that are out of sync with the system is the Administration. They need to look around and changing their attitudes.

The firefighters are always at the Anthem fitness center or at the Safeway. With gas approaching \$4.00 a gallon is it appropriate for a large firetruck to be driven for these activities? Also the 35 mph speed limit on the six lane portion of Hunt Highway is ridiculous. It should be 45. The refuse department does a wonderful job!

Promote tourism Florence has a lot of history. Encourage grocery store in town Fry's Basha's for example.

I was raised in a small town (Coolidge) and all those years ago it was a very decent place. So I feel like I know what living in a small place is like. Florence does not have that feeling and I don't invite my family for visits to our little town. Basically, there is not much of interest. The downtown certainly tries, the town appears to be on its last breath. I would really like for it to be attractive & provide jobs and a lure for big business. Good luck, City Council.

We need more ways to recycle household items such as glass paper cans etc. More drop off locations or start a once per week pick-up blue barrel service. I would like to see more resources directed to the library.

Better playing area for small children. Lower taxes. High population prison inmates & too high taxes nothing major to show for it. Need a major shopping center in town not Anthem. I am moving out with my family because of it.

Would like to see Main Street in Florence developed so more money would come into the city and make shopping easier and more convenient. Also clean up of vacant lots & old bldgs torn down.

Love Florence area – too much building coming in. Desperately need hospital – can't see need for big hotel. Need guard rail at Attaway turning left from Hunt Rd. going to Elks lodge – very narrow & dangerous – deep drop off to turn left – very narrow turn. Left turn from Hunt Hwy to Attaway, dangerous. Surprised someone hasn't fallen off.

If you want something done you have to constantly be after them and then you have trouble getting them to understand your problem or concern.

Hard for me to answer all the questions since I'm only here 6-8 months & live in Florence Gardens. Did my best.

Is there a newspaper listing local events and news reports?

The number of criminals and derelicts who are permitted to walk the streets is a disgrace. The drug houses that are permitted to remain are shocking. Repeat criminals who are given short sentences and then allowed to return to their same violent patterns and not required to report to probation officers are so common here. Neighborhoods with groups of drunken swearing individuals who threaten, stalk, trespass, litter are common here also. Do the town ordinances need to be changed or merely begin to be enforced? We need our newspaper to report the rampant crime, apprehension of escaped criminals and info on county supervisor's crimes rather than focus almost entirely on adolescent human interest articles.

We need a grocery store in Florence city limits, also, a drug store.

1. Since as of late, we are experiencing more crime why don't we have more street lights? 2. Why are the weeds along the highways and around Hwy 79 not kept down. The town looks sloppy and unmanicured. 3. Why do you let new bldg's build any style. To keep the "old town feel" make a code. It creates charm. 4. Condemning buildings will not take care of crime. They only move to Section 8. 5. I have considered moving due to no hospital and have to go out of town for most everything.

In addition to paying taxes on our property in Florence, we are assessed a fee twice a year of "Assessment taxes" what is the purpose and how is this serving me? I see no results in the payment of approximately \$400.00 a year.

The sewer smell is horrible in Caliente southwest corner of Caliente especially but can be smelled all over park. We have been promised it would be corrected. Where did the money for it go this time? It was a promise!

Need to improve town image. Excellent Town staff, courteous & professional. Wish for more important news in weekly paper, regarding town matters other than just sports. More flowers downtown, less deteriorating bldgs clean up 79. Clean up weeds. Help to merchants where possible.

If you do not go o your website or watch channel 11 you don't get news about the town. Maybe an email update could be sent once a month or quarter to those interested. We think the Town of Florence has a lot of character and the city employees we have met are very professional & helpful. One thing we would like is better recycling options – barrels at our homes collected once a week.

This town is a great place to live. I do enjoy the small town feel. But dose lack erugent care, a pet store, a second hand store, a movie rental store – more choices to eat different foods other than Mexican. The town needs to grow & more steady veterinarians open more than one day a week. We are force to go out of town for services.

Repair main street regardless of your concepts of its historical significance.

I would like to see recycling included in garbage collection especially at the cost per month. Apparently our water does not come from Florence and the cost is outrageous – I would like to see that revenue going to our city. I think Florence is a beautiful little Western town – would love to see some redevelopment to bring more shopping to our area and tourist stops to generate revenue.

I would like better transportation to Mesa and to the airport.

Need a steak house or some other choices. Needs to improve its Main St. before it dries up. When we first came the General Store was open and was great. Florence needs to draw people to shop, arts & crafts or something along with making it more attractive. Get some new ideas! Do something about the smell also.

It is time to quit wasting money for consultants on redeveloping down town. Some way it needs to get done. Down town was such a wonderful place to shop and hang out with the ice cream shops, etc, in the early '90's. Now it is dead except for bars & saloons.

1. I think you should communicate by the use of email newsletters. 2. I believe your charge for water/sewer is higher than it should be for the 8 months of inactivity in the RV parks such as Caliente & Florence Gardens. 3. There is a strong septic odor along the highway between Caliente and the railroad tracks toward the town. I've noticed it each time I walk by the area. My guess is its 200 yards from Caliente.

We are disappointed that some businesses have moved (the Drug Store) or closed (Gibby's Restaurant).

We need a 1. Grocery Store 2. Drug Store. We have enough places to eat!! I'm tired of driving 20 to 60 miles everytime I need something! Especially a \$3.00 prescription or a grocery item.

I think we need a Bashas gro store in or near the area of the new Holiday Inn Express – that would also give a pharmacy better located for the Old Florence Town people.

We need a good grocery store in town especially with gas prices going up. We think State or someone should provide bus to a bus station for prisoners released every day in stead of in rain & heat (30 miles to a bus or train) and cut crime rate here.

I sincerely hope you do something to bring the town core into just the 19th century – clean it up and bring in business so we can sell our house at break even and move back to America. This place (other than the hardware store) is a total waste of land, air and space.

Speed ridiculously low on Hunt Hwy. Radar is very predatory. Taxes very high. Ataway & hunt very dangerous – curve should be taken out before more people get killed.

Why post the results of this survey on website only? Not everyone has access to a computer. Vandalism is a problem that doesn't seem to get better. Why does Florence always have to pay high dollars to consultants or outside experts to answer some town questions? Aren't our council members able to do this task?

1. Why can't we build a nice shooting range? 2. Carroll Michael is doing a great job, but we need to clean up the town even more. 3. Let's chase the meth heads out of town even if we have to burn down their trailers! 4. We need a barking dog ordinance!!

We seem to be without water quite often. Have lived in Anthem since 7/07 and had no water pressure at least 3 times in that time frame. Lived in Mesa for 10+ years and don't ever recall being without water pressure. Garbage pick up times vary too much. Sometimes pickup occurs early in AM, sometimes not until afternoon. Florence must attract more business to area if they want people to spend their \$ in town. Seems only job opportunities are with prison system. Need more job opportunities. Union Pacific railroad wanted to build a service center near Picacho. It got voted down. Maybe Florence could try and get it built here. They are good high paying jobs.

Why is there no curbside recycling in Florence Anthem area?

[#14] I like library – but wish it were located some place with better park access. [19] With guidelines or maybe helping provide assistance to those who can't do it themselves. [20] I miss having a drug store in old town. I would like to see Pinal Market grow – they are good people. I don't like going to Anthem or J. Ranch traffic bad. I really love old Florence. I wish we had more local business downtown. I would like town to try and recruit small business to come downtown. Property owners need to do there part. Police Fire Library Parks all do good things. I have issues with town council or other local organizations not working together. Improve communications – I've been disappointed in Chamber – nice people but don't really promote town and town activities well. Property owners downtown need to make there property more affordable & they need to fix up many bldgs. Chamber / town websites need to promote park, county, state, all local activities. I can't find a schedule for rodeo area or county fair. What is state park doing? And the air park what are they doing? Town does have good people working for them. This is a nice community – wish they had more to offer in historical area.

Get public to participate more. Thank you. Great idea! [survey] Recycle bins? Help for old people. Check calls on disabled. Use youths to help (oldest) residents. Check empty homes.

I think housing in Florence is growing to much. And Business is growing to little. Salaries are very low. Utilities and transportation cost are very high.

Little available shopping in Florence Proper getting a grocery store local would help out.

To much moving city out to no where. Build Florence First.

We would like to see the towns businesses improve especially a decent grocery store near the inner town limits. Close. We would also like to see the dog park have agility objects such as tunnels and ramps for doggie exercise. It was not completed! The town seems to be dying!

We don't need twice a week garbage pickup. Once a week would be adequate and save on gas and maintenance. The Senior Center staff is to be commended for their excellent work. Especially Rhoda. We would like to see more emphasis on recycling. We use the county facility on Adamsville Rd. It's suprising how much only 2 people can do.

Florence is a dirty town – make them clean up yards & get rid of trash, cars, old campers, and etc. I am not proud to invite family and friends to town. We need more eating places besides fast food. Develop downtown – make it a place of interest to draw people to down town. I want to be proud of where I live.

*Info regarding local election extremely deficient, especially for Merrill Ranch / Anthem residents. -Merrill Ranch/Anthem well serviced by our own rec facility/parks, etc. Rest of Florence rather dismal – run down appearance. - Downtown looks like a run down adandoned city. * Roads in/out of Florence terrible (Hunt Hwy), roads in poor condition w/truck traffic beyond ability to handle. - Shopping in Florence non-existent (except for Safeway).

Having lived in Florence for 5 years (condo-then Anthem) and not a registered voter – (snowbird status) we have limited but some experience with town staff – they are to be commended! Terrific to ask advice of or request services. Love this rural/small town locale.

Parking on the streets the wrong way is bad. Trash left on the sidewalk real bad.

Spend less time on senior activities (Caliente & Florence Gardens take care of most senior activities). Spend more time and effort on a boy's & girl's club to include indoor swimming pool (good size) and large gym with full basketball court and room for other activities – ping pong, billiards, etc.

As a retired persons would like not to have to pay town of Florence water & sewer when we are not using this. Hope something can be done. Need hospital & doctors for this area. Need grocery store closer to town. Also drug store in town again. Keep housing where it not here. Thank you.

Need weed control between us & hwy. Need grocery chain store closer than Anthem. Retired seniors should pay no school tax. I am a Native.

The contact I have had with any employees of the Town of Florence has been a very pleasant experience. The only comment is that the county should better maintain certain stretches of Hunt Highway as to road conditions and striping.

I enjoy living in Florence Gardens as the cost of living in here is less than any place around. It has a nice golf course and meeting hall and the annual dues very reasonable. The temperature here is perfect in the winter. It sure beats North Dakota in the winter.

Many gaps in my survey because we have lived here only a few months.

This town **needs** a family restaurant, like a Coco's, Perkins, Denny's * Something.

Should change from "the friendliest town south of the Gila" to "the town of the barking dogs". We need more job market outside of the prison. Young must move just to make a living and support a family. If Florence continues it will be like Guadalupe is in Phoenix.

Last summer my water meter was misread by 10,000 gal. This cost me aprox \$150. to have people look for leaks etc. The water dept. did not admit the mistake for approximately 4 months. I was told that eventually the extra they charged because of the mistake cost me 22 cents so I was credited this amount. The city even came out to check to see that the meter was working properly, but they never told anyone that they had made a 10,000 gal error in reading it.

Feel town needs more Police Officers because of growth of the town. They are spread out too thin. - Need a grocery store in the town core with the price of gas and the time it takes to drive to Anthem or Coolidge it is very costly and inconvenient. Also a department store (or a combination). And a new drug store! If we had these type of businesses more dollars & tax monies would be spent here in town.

Speed limits on better roads in County are too low.

[survey form scattered with comments to the effect of "none of your business" "old enough" and "who cares" to many of the questions.] The town of Florence needs to get a grocery store in town – NOT ANTHEM! With a pharmacy.

I am very disappointed that the greenway has gone no where. There is no pedestrian crossing over the Gila River, no bike paths. Why is the development of the Silver King Hotel going no where – talk talk talk nothing changes, downtown gets worse – Shame on the council, town leaders over the past 10 years! We are thinking of moving. Florence will be a ghost town. Lots of houses no jobs no downtown.

We need a grocery store closer than 16 miles or 20 miles. When will we have a hospital, that we have been promised was going to open?

Gas is 10 cents higher than most places, sales tax is higher. Why would I want to shop Florence? If you don't do something soon Anthem will be the Florence town area. It has already started with the hospital.

Need larger stores in Florence & hospital to keep people from going elsewhere.

1. Clean up of lots in Florence – give an incentive to do it. 2. Continue curbs in Florence Gardens – work done is excellent. 3. Review taxes on F.G. homes – does not seem to be equal. 4. Try to get a home depot/Lowels type business. 5. Get busy on 4 lanes for Hunt Highway. It's a mess now.

The tap water is bad tasting even though it is safe to drink and the bad taste should be eliminated.

The land developers should pay for the infrastructure costs in the areas they are profitably developing instead of passing those costs on the public tax payers. There should be more internet service options in all parts of the area.

Florence needs more radios for Security.

The Florence Safeway was very upsetting to me when I found out is in 10 miles away. I was really hoping for a nice store here in Florence. So I wouldn't have to travel to do my shopping. I would love to see more stores in town Florence that a person could afford to shop in and not have to travel, especially now with gas prices so high.

The lack of aggressive recycling is unacceptable!

Surveys are great – but – too many people gripe and complain about everyone & everything. Honesty is a rare commodity. Good luck.

Main St needs a theme to attract the visitors. Need more restaurants other then Mexican food, a small grocery store (Walmart Marketplace), clothing shops. Medical most important & I know its coming.

(1) It is very difficult to get anyone to answer a phone or return your call at the water dept. (2) The city council should encourage business' to open in downtown Florence rather than chase them to Anthem area. (3) Quiet! Not when you live close to Homeland Security, which is not the town's fault.

We need a hospital, a good supermarket, and some good restaurants in this town badly! See what you can do for us!! Please.

X City needs tennis courts – schools courts no longer available except going thru high school.
X Dog parked used daily – love it! X Downtown looks terrible & clean up of homes needed!

We are very happy with improved streets and storm water drainage that the city is working on in the Florence Garden/Caliente area. The new curbs and streets are fabuless! Thank you!

As the county seat Florence is an embarrassment on the level of St. Johns. Shopping and employment opportunities are very limited. While the prisons provide employment along with them come some inherent problems. The stigma of a "prison town" hurts Florence's image. The "following families" by and large bring with them attitudes and behaviors that are contrary to the building of a community. Development and growth need to be balanced between commercial, industrial, and residential occupancies to foster a healthy local economy and community.

I love Florence!

We need postal delivery. Also a grocery store other than the overpriced one we have now. The Y should be taken out and traffic lights put up. The abandoned building could be used instead of putting up more buildings at the cost of tax payers. (1) We need an American restaurant – Denny's – Golden Corral – even T.G.I. Friday's.

Last survey I completed, under comments I stated, "I will never consider Florence home until I get a Starbucks." Well, now that Florence is "Home" for me, maybe I can wish for Florence Heights Road to be repaved and used for local traffic only with 25 mph enforced and with speed humps, not speed bumps, and closed to all the speeding semi trucks. And while I am wishing for changes, maybe you can send a single available man my way. Keep up the great work, Town of Florence.

The water stinks, taste nasty – taxes are too high, no grocery store, clothing store, no hospital. Nothing for the kids to do – no movies.

We are snowbirds don't live here full time. [this written at top of survey and survey not filled out.]

You better help get some businesses started downtown or there will only be the hardware store left. You can't do much shopping in Florence. Do the taxes increment financing.

I am new to the area so am still learning.

I think we should give incentives to small businesses to open some of our empty stores. If the rent was not too high maybe a used book and new book store, or around Christmas use an empty store for craft Bazaars.

We used to take visitors to the downtown area, now we avoid it. Would encourage downtown housing area to build a modern but historical looking houses. Empty unkempt lots are an embarrassment

We are saddened to see the downtown core losing its business due to lack of stores. Really sad to see the Rexhall store closed, and of course the Gentry. Happy to see the Hospital project in motion.

It appears to me that too much emphasis is placed on new construction in remote locations. Businesses are relocating and leaving more and more empty buildings we call historic. If we try to remove them, someone cries foul and so we are stuck with an old structure that must be boarded up to keep out vandals. We need to adopt a “put up or shut up” attitude. Either restore the building or make an empty lot so the new construction can take place here in town, instead of another location. We talk of fining property owners for messy yards. “Who fines Florence for a ugly downtown?”

VERY UNFAIR TEST FROM PEOPLE LIVING IN SUN CITY. [Survey not completed.]

Would like better shopping closer to us. Also would like the police to protect the victims better than the criminals.

We need a better grocery store here in Florence – not way over there near Anthem. Downtown Florence – walking distance what are you thinking going to move existing to or near Anthem. We are here in the CORE OF FLORENCE!!!

The water needs filtered. The towns seems to blame resident's piping when in fact is old clogged galvanized pipe from water source.

My husband I found Caliente park 30 years ago, while traveling in our first real motor home. Like it, and first rented a lot, then bought a park model. I still live in it. My husband, Hall Stewart passed away last year, & I now am here by myself. I have many friends here and activities I enjoy. Since coming from cold and snowy [Colorado?], I am happy to be here.

Utilities are high.

Town of Florence Citizen Survey

1. How would you describe Florence as a place to live?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

2. Do you feel safe and secure in your neighborhood?

☐ Very Safe ☐ Safe ☐ Average ☐ Unsafe ☐ Very Unsafe

3. Overall, do you feel you are getting adequate value for your Town tax dollar?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐ Don't Know

4. Rate the following as they apply to living in Florence. (please circle your answer)

	Excellent	Good	Average	Poor	Very Poor	Don't Know
Small town feel	1	2	3	4	5	6
Friendly people	1	2	3	4	5	6
Beautiful scenery	1	2	3	4	5	6
Amount of crime	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Climate	1	2	3	4	5	6
Job opportunities	1	2	3	4	5	6
Quiet	1	2	3	4	5	6
Historical character	1	2	3	4	5	6
Shopping opportunities	1	2	3	4	5	6
Growing community	1	2	3	4	5	6

5. To what extent, if any, do you see the following as a problem in Florence? (Please circle)

	Not a Problem	Minor Problem	Average	Moderate Problem	Major Problem	Don't Know
Crime	1	2	3	4	5	6
Drugs	1	2	3	4	5	6
Too much growth	1	2	3	4	5	6
Lack of growth	1	2	3	4	5	6
Unkept buildings	1	2	3	4	5	6
Taxes	1	2	3	4	5	6
Traffic congestion	1	2	3	4	5	6
Unsupervised youth	1	2	3	4	5	6
Homelessness	1	2	3	4	5	6
Weeds	1	2	3	4	5	6

6. Do you live within the Town limits of the Town of Florence?

☐ Yes ☐ No

7. Does the Town provide adequate information to its residents?

☐ Yes, information IS adequate ☐ No, information is NOT adequate

8. **Town Services:** The following are services provided by the Town.
Please rate your satisfaction with each of the services listed. The scale is from 1 to 5 (1 being the best and 5 being the worst). **If you have no experience with the service in the past 12 months or have no opinion, select NE (no experience).** Please circle your answer.

Fire Services

	Excellent					Very Poor	
Firefighter attitude and behavior	1	2	3	4	5	NE	
Emergency response time	1	2	3	4	5	NE	
Non-emergency response time	1	2	3	4	5	NE	
Use of education to prevent fires	1	2	3	4	5	NE	
Professionalism of the Fire Department	1	2	3	4	5	NE	

Park and Recreation Services

	Excellent					Very Poor	
Fitness center	1	2	3	4	5	NE	
Quality of recreational programs	1	2	3	4	5	NE	
Variety of recreational programs	1	2	3	4	5	NE	
Recreational facilities (example: parks, baseball field)	1	2	3	4	5	NE	
Parks maintenance	1	2	3	4	5	NE	
Maintenance of downtown Florence	1	2	3	4	5	NE	

Police and Court Services

	Excellent					Very Poor	
Officer attitude and behavior	1	2	3	4	5	NE	
Emergency response time	1	2	3	4	5	NE	
Non-emergency response time	1	2	3	4	5	NE	
Professionalism of the Police Department	1	2	3	4	5	NE	
Service provided by dispatch	1	2	3	4	5	NE	
Service provided by records request staff	1	2	3	4	5	NE	
Professionalism of Courts personnel	1	2	3	4	5	NE	
Professionalism of Town Attorney/Prosecutor	1	2	3	4	5	NE	

Street, Water and Sanitation Services

	Excellent					Very Poor	
Garbage pickup	1	2	3	4	5	NE	
Street repair and maintenance	1	2	3	4	5	NE	
Water taste	1	2	3	4	5	NE	
Storm water drainage	1	2	3	4	5	NE	
Water pressure	1	2	3	4	5	NE	

Senior Center Services

	Excellent					Very Poor	
Hours of operation	1	2	3	4	5	NE	
Professionalism of senior center employees	1	2	3	4	5	NE	
Quality of programming	1	2	3	4	5	NE	

Library Services

	Excellent					Very Poor	
Selection of books, periodicals and other materials	1	2	3	4	5	NE	
Hours of operation	1	2	3	4	5	NE	
Professionalism of library employees	1	2	3	4	5	NE	
Quality of programming	1	2	3	4	5	NE	
Functionality of library building	1	2	3	4	5	NE	

General Services and Communication

	Excellent					Very Poor	
Professional manner of individuals answering Town phones	1	2	3	4	5	NE	
Town Hall office hours	1	2	3	4	5	NE	
Channel 11 (Town's government channel - available only on cable TV)	1	2	3	4	5	NE	
Town website (www.florence.town.az.us)	1	2	3	4	5	NE	

- 8b. Overall, rate the quality of services provided by the Town? 1 2 3 4 5 NE
- 8c. Overall, rate the quality of services provided by the County? 1 2 3 4 5 NE
- 8d. Overall, rate the quality of services provided by the State? 1 2 3 4 5 NE
- 8e. Overall, rate the quality of services provided by the Federal Government? 1 2 3 4 5 NE

9. Do you have cable television or satellite television service installed in your home?

☐ Cable ☐ Satellite ☐ Neither ☐ Don't Know

10. Do you have a computer with access to the Internet in your home?

☐ Yes ☐ No ☐ Don't Know

11. Have you visited the Town's website in the past 6 months? (www.town.florence.az.us)

☐ Yes ☐ No ☐ Don't Know

12. In the last 6 months, have you had any contact with a Town of Florence employee?

☐ Yes ☐ No ☐ Don't Know

12b. If yes, what was your impression of the LAST Town employee you were in contact with?

	Excellent	Good	Average	Poor	Very Poor	Don't Know
Responsive	1	2	3	4	5	6
Knowledgeable	1	2	3	4	5	6
Courteous	1	2	3	4	5	6
Overall	1	2	3	4	5	6

13. Have you, or any member of your household, been a victim of a crime in the last 12 months?

☐ Yes ☐ No ☐ Don't Know

13b. If yes, did you report the crime to the police?

☐ Yes ☐ No ☐ Don't Know

14. How often do you use the Town library?

☐ Daily ☐ Monthly ☐ Never
☐ Weekly ☐ Several times a year ☐ Don't know

15. What percentage of your shopping dollars is spent in the following Arizona communities? (Please verify your answers total 100%)

___ % in Florence	___ % in East Valley Cities (Mesa, Gilbert, Chandler, etc.)
___ % in Coolidge	___ % in Johnson Ranch, Queen Creek, Copper Basin Area
___ % in Casa Grande	___ % Other _____
___ % in Tucson Area	___ % Other _____

16. How would you rate the actions of the Town Council in 2007?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

17. Are you in favor of the Town adopting Green Building policies that would require new municipal buildings to meet stricter energy conservation guidelines?

☐ Yes ☐ No ☐ Don't Know

18. Are you in favor of the Town providing incentives for private development to meet stricter energy conservation guidelines?

☐ Yes ☐ No ☐ Don't Know

19. Are you in favor of the Town of Florence increasing Code enforcement activities by issuing fines to property owners who have excess litter or unsafe conditions on their property?

☐ Yes ☐ No ☐ Don't Know

20. How often do you visit the Florence Safeway located in the Anthem Area?

☐ Few Times a Week ☐ Once a Week ☐ Once a Month ☐ Rarely ☐ Never

21. How long have you lived in Florence?

I have lived in Florence for _____ years.

22. Where do you work?

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> I work at home | <input type="checkbox"/> Casa Grande |
| <input type="checkbox"/> I am unemployed / retired | <input type="checkbox"/> Phoenix Area |
| <input type="checkbox"/> Florence | <input type="checkbox"/> Tucson Area |
| <input type="checkbox"/> Coolidge | <input type="checkbox"/> Other _____ |

23. Are you employed?

- | | | |
|------------------------------------|--|--|
| <input type="checkbox"/> Full-time | <input type="checkbox"/> Self employed | <input type="checkbox"/> Disabled/Unable to work |
| <input type="checkbox"/> Part-time | <input type="checkbox"/> Retired | <input type="checkbox"/> Unemployed |

24. What is your marital status?

- | | |
|---------------------------------|----------------------------------|
| <input type="checkbox"/> Single | <input type="checkbox"/> Married |
|---------------------------------|----------------------------------|

25. How many people reside in your household?

- | | | |
|----------------------------|----------------------------|------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 3 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 4 | <input type="checkbox"/> 6 or more |

26. What is your gender?

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

27. What is your age?

I am _____ years old.

28. What is the highest level of education you have completed?

- | | | |
|--|--|---|
| <input type="checkbox"/> Some High School | <input type="checkbox"/> Associate's Degree | <input type="checkbox"/> Masters Degree |
| <input type="checkbox"/> High School | <input type="checkbox"/> Other Professional Degree | <input type="checkbox"/> PhD |
| <input type="checkbox"/> Some College, no degree | <input type="checkbox"/> Bachelor's Degree | <input type="checkbox"/> Other |

29. Are you registered to vote in Arizona?

- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

30. Are you a permanent (all year) resident of Florence?

- | | | |
|---|--|--------------------------------|
| <input type="checkbox"/> Yes, I live in Florence all year | <input type="checkbox"/> No, I live in Florence for _____ months | <input type="checkbox"/> Other |
|---|--|--------------------------------|

31. Where in Florence do you live?

- | | | | |
|---|--------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Town Core Area | <input type="checkbox"/> Anthem Area | <input type="checkbox"/> Florence Gardens Area | <input type="checkbox"/> Other _____ |
|---|--------------------------------------|--|--------------------------------------|

Please place any comments below (or attach comments on a separate sheet of paper):
